

## POSITION DESCRIPTION

POSITION DETAILS	
Position Title	Workforce Partner
Classification	Level 4, Bands 1-6
Department/Division	Employment Services
Reports to (position title)	National Workforce Solutions Manager

OUR VISION & PURPOSE
<p><b>Our Vision:</b> To improve the lives of those in need.</p> <p><b>Our Purpose:</b> To improve individual life outcomes by providing support, education, opportunity, and guidance that will lead to the alleviation of poverty or distress (including sickness, disability, destitution, suffering, misfortune, or helplessness) for those we help.</p> <p style="text-align: center;"><b>Helping People   Addressing Needs   Improving Lives</b></p>

ORGANISATIONAL INFORMATION
<p>MADEC is a successful not for profit and charitable organisation, with a proud 50+ year history of providing relief to people experiencing poverty and/or distress.</p> <p>We do this through our business areas:</p> <ul style="list-style-type: none"> <li>▪ Employment Services;</li> <li>▪ Education and Training;</li> <li>▪ Labour Hire and PALM Scheme; and</li> <li>▪ Indigenous Programs.</li> </ul> <p>We recognise the importance of self-worth and self-fulfilment and we recognise that those who are, or may be, disadvantaged, need and deserve our help.</p> <p><b>Employment Services</b> Working in accordance with the guidelines set down by the Government, this division is focused on improving the lives of people on income support experiencing disadvantage by connecting them with the assistance they need to journey into meaningful and sustainable employment. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions, referral to support services, sourcing work opportunities via labour hire or by partnering with business and industry stakeholders to secure sustainable work options for them.</p> <p><b>Education and Training</b> MADEC is a Nationally Registered Training Organisation (RTO) delivering vocational and non-vocational courses, primarily in Victoria and South Australia. We hold agreements with both States to deliver subsidised training and provide a wide range of skills training across a range of industry areas, improving the lives of people by creating employment opportunity through education and training.</p> <p><b>Labour Hire and PALM Scheme</b> MADEC has a long history of providing labour solutions to a range of industries such as Agriculture, Horticulture, Viticulture, Warehousing, Food Processing, Cleaning, Hospitality and more. We have large pools of job ready candidates across our regions, ready to meet the labour needs of employers at any time and support all administrative processes such as recruitment, selection, onboarding, training, payroll and much more.</p>

MADEC is also an approved employer under the Pacific Australia Labour Mobility (PALM) Scheme an initiative of the Australian Government. This program provides relief to people experiencing poverty and disadvantage from Pacific Island countries and Timor-Leste, by providing employment opportunities with Australian employers in selected industries/sectors.

The scheme also has the dual benefit of providing employers with a reliable return workforce sourced to assist in meeting unmet labour demands, when there is not enough local Australian labour to meet seasonal demand.

**Indigenous Programs**

MADEC holds agreements with the Australia Government to deliver services that improve the lives of Indigenous People by:

- Creating linkages with support organisations to address barriers improving the lives of Indigenous people.
- Providing scholarship and other support to secondary school students experiencing disadvantage.

**POSITION PURPOSE**

This role is responsible for developing new and sustaining current business growth through the identification of opportunities within the Employment Region for employment outcomes.

Success will be dependent upon establishment of strong partnerships with employers and industry stakeholders and identifying and responding to employer/industry needs with a tailored suite of services.

**Direct Reports to this Role**

**Total Number of Reports**

*Nil*

*Nil*

**KEY RELATIONSHIPS**

<b>Internal</b>	Employment Services Staff Training & Labour Hire Staff Corporate Services ((Human Resources, Finance, OHS, Quality, Marketing)
<b>External</b>	Job Seekers Employers Industry stakeholders Community & Support Organisations Employer associations Training & Labour Hire providers Relevant Department Agencies Other Employment Services Agencies

<b>KEY RESPONSIBILITIES / DUTIES</b>
<b>Business Development</b>
Develop new business growth through the identification of opportunities within the employment region for industry partnerships which will secure employment opportunities for participants.
Prepare and execute presentations, proposals, and participate in negotiations with new and existing employers to achieve growth objectives.
Build partnerships with business and industry, including facilitation of industry meetings, targeted campaigns, and design of customised solutions.
Identify employment growth areas, skills shortage and seasonal employment opportunities and develop a tailored suite of services to meet this demand by way of a Labour Market Plan.
Liaise and build relationships with internal MADEC departments to aid in the successful placement of participants into employment.
Actively contribute to the effective presentation of MADEC and all of its services
<b>Participant servicing</b>
Develop, facilitate and manage the engagement of participants in alignment with Labour Market Plans in work ready activities such as (not limited to):  <b>Vacancy Sessions</b> – regular group briefings for jobseekers on vacancies available, ensuring jobseekers understand the roles, determine suitable candidates and short list applicants for employer consideration <b>Industry Specific Programs</b> - conducted in varying locations to align with industry demand. Programs to include job opportunity information, pathways to employment, skills required and employer presentations. <b>Pre-employment programs</b> – Programs for upskilling and preparing jobseekers for employment, many of which incorporate practical work placements. Programs target Specific Employers and Employer groups to ensure a trained work ready pool of jobseeker are prepared for employment and industry areas within the region to resolve workforce shortages, particularly during peak seasonal periods
Conduct one on one and group interviews to understand employment opportunities and refer to suitable employment and reverse marketing opportunities
Provide placed job seekers with post placement support services to support sustainable employment, as required.
Manage vacancy enquiries from job seekers and candidates.
Provide assistance to job seekers on methods to secure employment, including improving resume, guidance on interview skills and career and labour market information.
Develop and facilitate industry specific Work First Programs.
<b>Employer / industry relationship management</b>
Conduct business needs assessment to build a profile of a client organisation, including current vacancies, recruitment challenges and future opportunities.
Partner with other employment service providers (RTOs, group training, ACTS, Labour Hire) to satisfy employer requirements
Work closely with employers and offer a range of services that are customised to employer needs.
Partner with peak industry association bodies and prepare industry specific programs and activities to target relevant needs.
Conduct needs analysis for employers and clients and tailor services accordingly.
Provide total recruitment, onboarding and induction solutions to industry, including post placement support services.
<b>Administration</b>
Ensure KPI's relating to reporting, documentation, evaluation performance are completed and achieved within the required timeframes <ul style="list-style-type: none"> <li>• Sustained Employment</li> <li>• Progress to Employment</li> <li>• Quality of Service to Participants</li> <li>• Quality of Service to Employer</li> </ul>

<ul style="list-style-type: none"> <li>Assurance Activities</li> </ul>
Maintain and update information systems, including participant and employer files specifically, accurate records of all interactions and services provided
Provide information on operational and performance matters that may be requested
Comply with Department guidelines as they relate to a diverse range of cohorts
Address and rectify post placement support issues as identified. Utilise employer incentives / subsidies to secure employment opportunities for our job seekers.
Maintain privacy and security of all records according to the Social Security and Privacy Acts
Correctly document information in accordance to the Employment Services contract, guidelines, Key Performance Indicators and MADEC Work Instructions.

<b>CORPORATE RESPONSIBILITIES</b>
Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.
Read, understand and comply with all policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the MADEC's Code of Conduct
Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.
Participate in the Continuous Improvement of the Integrated Management System by assisting with identifying, correcting, monitoring and evaluating activities to improve internal and external customer service.
Participate in managing and complying with injury management practices with the aim of early return to work in all cases.

**QUALIFICATIONS AND EXPERIENCE:**

	Essential	Desirable
<b>Employment Screening:</b>	<p>Drivers Licence</p> <p>Working with Children Check (or state/territory equivalent)</p> <p>National Police Check</p>	
<b>Experience:</b>	<p>Experience and proven aptitude for reverse marketing, cold calling and rapport building with external customers or like experience</p> <p>Experience within a target focused environment and achievement of KPIs</p>	<p>Knowledge of local labour markets and national employment trends</p> <p>Relevant legislation including Privacy Act</p>
<b>Skills:</b>	<p>Understand market and industry players and requirements across Employment Region.</p> <p>Robust and persistent approach to identify and secure new business</p> <p>Demonstrated results in securing new business</p> <p>Ability to effectively work with diverse range of clients (youth, disability, indigenous, mature age)</p> <p>Demonstrated computer literacy and data management skills</p> <p>High level interpersonal and communication skills</p> <p>Strong organisational and time management skills</p>	

**COMPETENCIES**

*All employees must:*

Adaptable	<p>Maintain focus and productivity in changing environments, responsibilities and people.</p> <p>Remain positive in the face of change, take steps to recognise need for change and understand and support changes as we strive for business excellence.</p>
Accountability	<p>Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.</p>
Communication	<p>Communicate effectively and transparently.</p> <p>Engage and inspire other through clear oral and written communication.</p>
Customer focus	<p>Ensure our internal and external customers/clients are at the forefront of our minds in all that we do.</p> <p>Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.</p>
Integrity	<p>Be authentic.</p> <p>Maintain personal credibility and uphold ethical standards.</p> <p>Fosters respect for all individuals and points of view.</p> <p>Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.</p>

Team Work	<p>Work cooperatively and effectively with others to achieve department and organisational goals.</p> <p>Participate in building group identity characterised by trust, pride and commitment.</p> <p>Build strong intra and inter department relationships and partnerships to ensure business success.</p>
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Competencies	<i>Workforce Partners must:</i>
Partnering and Networking	<p>Build and maintain strong partnerships internally and externally that are mutually beneficial.</p> <p>Builds and maintains relationships (internally and with key external groups) that support and improve personal/team effectiveness.</p>
Resilience	<p>Deal effectively with pressure and stress.</p> <p>Maintain focus and intensity and remains optimistic and persistent, even under adversity.</p>

**At MADEC We Value**

At MADEC, our culture is one that welcomes all and embraces diversity and is consistent with our Vision, Purpose and Values Framework.

- Empathy**                      *We are understanding and compassionate.*
- Genuine**                      *We are true to ourselves and others*
- Ethical**                      *We do what is right, just, and fair.*
- Passionate**                      *We are committed to making a difference.*
- Responsible**                      *We own our actions.*

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**Employee acknowledgement of Position Description:**

Employee Name:		Signature:		Date:	/ /
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*NB - Employee acknowledgement of their position description may occur via MADEC Connect.*