

POSITION DESCRIPTION

Position Title:	Employment Development Officer
Department/Location:	Jobcare
Employment Status (Full-time/part-time/casual/fixed term):	
Reports To:	Site Manager
Direct Reports:	Nil
Key Relationships/Interactions:	Internal: Job seekers, Shared Services departments
	External: Job seekers, Employers, Service and Training providers, Industry groups.

About Spiritus:

Our Vision

To create a more caring, just and inclusive society consistent with the teachings of Christ.

Our Mission

As a caring ministry of the Anglican Church we will:

- enrich people's lives through compassionate service and advocacy for social justice in partnership with communities and parishes;
- respond with innovation and courage to the needs of our community, especially those most at risk; and
- demonstrate a passionate and determined commitment to excel as leaders in quality caring service.

Our Values

Dignity: We accept, value, encourage and empower others to pursue their personal goals

Respect: We exhibit profound respect, integrity and humility in all our relationships

Care: We demonstrate thoughtful stewardship and take personal responsibility in all we do

Joy: We actively embrace opportunities to share, and experience, hope and happiness

Our Environment

Spiritus is an Anglican not-for-profit organisation providing caring and supportive services in partnership with government and other support organisations, to respond to identified needs in our community.

Spiritus is committed to enacting a Christian response to social and community welfare issues and aged and community care needs, particularly with respect to disadvantaged members of the community. Whilst serving the community as a whole we value and respect the needs, rights and personal choices of the individual.

Spiritus is the name for all services operating within the Anglican Community Services which was formed by the combination of St Luke's Nursing Service, Anglican Care of the Aged and Anglicare Southern Queensland.

The Anglican Community Services Commission (ACSC) operates under a Diocesan Governance Canon defining its role in terms of Corporate Governance, Strategic Direction of the organisation and the regulation of

Management, and reports to the Archbishop in council. The Canon authorises the ACSC to operate in the areas of community welfare, social justice, health, aged and community care.

All Spiritus services are enhanced and supported by a centralised Shared Services structure.

Position Statement / Overall Purpose:

The Employment Development Officer's major responsibility is to source employment opportunities for job seekers.

The Employment Development Officer will work closely with local employers to identify and develop employment opportunities.

The Employment Development Officer will also contribute towards the Site's overall knowledge of local employers requirements and enable other team members to develop job seekers skills to meet these employers' requirements.

The Employment Advisor will work in accordance with the values of Spiritus and support core business by providing guidance and advice within this position's specialty area.

Key Selection Criteria: (includes education, experience, skills and knowledge required)

Essential:

- Previous experience in an employment services role
- Previous marketing experience, preferably with employers and disadvantaged job seekers.
- Excellent communication skills including negotiation, advocacy, conflict resolution skills, assessment skills and ability to create rapport quickly.
- Well developed time management and organisational skills including the ability to prioritise workload.
- Group facilitation experience.
- Strong administration skills
- Strong computer literacy skills
- Previous employment in a compliance framework environment.
- Current knowledge or ability to gain knowledge of local labour market opportunities and local employers' needs.

Desired:

- Previous experience in employment services.
- Previous marketing experience especially with employers and disadvantaged job seekers.
- Group facilitation experience.
- Current Queensland Driver's licence.

Key Accountabilities and Responsibilities:

1. Accountability: Achieve placement targets

Responsibilities:

- Achieve individual (or group) placement targets that contribute to the overall site performance goals. *Individual (or group) placement targets will be negotiated with the Manager and reviewed quarterly.*
- Maintain a data base of employers who may be able to offer employment/work experience placements for job seekers attached to the site.
- Undertake extensive marketing of job seekers to employers and input resulting data into DEEWR and JOB futures systems.
- Input placements on the system and, where appropriate, make claims for payments for these placements at the appropriate times.
- Make Employment Pathway Fund (EPF) draw downs.

- Maintain files, file notes, claim evidence and correctly complete forms in line with DEEWR documentary evidence guidelines and JOB *futures* contractual requirements.
- Maintain currency of knowledge of contractual requirements and operation through regular review of DEEWR learning tools such as ECSN website and EA Knowledge Base and JOB *futures* support tools such as JOB *futures* (JF) website and communications.
- Contribute to a quality work environment by identifying solutions to operational problems and maintaining a professional relationship with other team members.
- Achieve (as a minimum) Practitioner level of the proposed NESAs Professional Service Framework.

2. Accountability: Extensive marketing of job seekers to employers

Responsibilities:

- Develop effective relationships with job seekers who have been referred for placement.
- Meet with the job seeker's Employment Adviser (EA) to determine individual job seekers needs, aspirations and potential barriers to successful placement.
- Provide feedback on placement progress to the job seekers assigned EA.
- Develop and implement an Employer Engagement Strategy. Develop effective relationships with and knowledge of employers and their needs. This will involve attending industry, employer and community meetings (including economic development bodies), cold calling over the phone and in person and organising employer forums (especially for promoting of special groups). In remote locations the Local Community Partnerships and Regional Industry Careers Advisers may be good resources.
- Market job seekers to employers and vice-versa – the EDO must be able to negotiate a match between job seeker and employer that results in a sustainable placement. The negotiation may include use of the Employment Pathway Fund (EPF).
- Use the EPF effectively. This could be for a wage subsidy or Work Experience; training for the job seeker; workplace modification; transport assistance for the job seeker or, where justified, for additional employer or job seeker contacts. The EDO needs to understand the rules and regulations for using the EPF.
- Ensure that placements are correctly input into both the DEEWR and JOB *futures* systems.
- Maintain communication with the employer during the period of the placement and provide intensive Post Placement Support, if required, to support the job seeker (may be undertaken by PPS Co-ordinator/EA).
- Maintain records of contacts and other activities in DEEWR system, JF Central and Professional Services Manager.
- Maintain thorough knowledge of job opportunities in the local labour market.
- Contribute to regular team meetings to identify work priorities and areas for improvement.
- Maintain a high level of contract and operational knowledge at all times.
- Operate within the contract to ensure that the rights and obligations of job seekers are clearly communicated to them.