POSITION DESCRIPTION

POSITION TITLE: EMPLOYMENT OFFICER (Jobnet Employment Program)

REPORTS TO: Jobnet Coordinator

AWARD: Labour Market Assistance Industry Award 2010

CLASSIFICATION: Training & Placement Officer Grade 1 - Pay Point 1 - 3

DIVISION: Jobnet Employment Program

OVERVIEW
Community Bridging Services (CBS) Inc. is a community based not for profit organisation. Through facilitation and encouragement CBS supports people with a disability/disadvantage to develop and enhance their independence, employment/recreation/life skills and assists with advocating for a rightful place in the community.

CBS is funded by the Commonwealth Department for Education, Employment and Workplace Relations (DEEWR) for Disability Employment Services (DES) and Job Services Australia (JSA), known collectively as the Jobnet Employment Program.

The Employment Officer (EO) JEP is responsible for securing employment placements for the clients of the Jobnet Employment Program and will be measured against this requirement. The role requires the utilisation of systems and forms to meet the requirements of the applicable DEEWR Deed and CBS’s Quality Management System.

REPORTING STRUCTURE
The EO (JEP) is a member of the Jobnet Employment Team (JEP) and will be directly responsible to the Jobnet Coordinator on a day-to-day basis. However, the Jobnet Manager – Metro has overarching responsibilities in conjunction with the General Manager – Operations.

DUTIES
Areas of responsibility are:
- Working under the direction, supervision and instructions of the Site Coordinator to achieve targeted performance under the applicable DEEWR Performance Measurement Framework, contractual compliance and financial targets
- Reverse marketing of Jobnet clients to employers to maximise job placements to achieve set targets
- Effectively matching Jobnet clients to employment vacancies by following the CBS principles of the strength based model to maximize 13 and 26 week outcomes
- Develop positive, long term relationships with employers by promoting the services of CBS, including the incentives and assistance provided
- Communicate within their team in identifying job ready clients, promoting job opportunities to the team and providing feedback on client progress
- Communicate with all members of the JEP to share contacts, innovations, employment information, marketing techniques and best practices
- Maintain up-to-date client and employer records (DEEWR’s IT System and JDEMAX)
POSITION DESCRIPTION

- Adhere to CBS’s Quality Management System relating to compliance, claims and service provision with a focus on Continuous Improvement.

Job Search Activities

- Promote job opportunities to the site team(s) providing clear and concise details on the requirements of the job, the application details and timeframe
- Ensure employer details and information regarding the contact is recorded in the Employer database on JDEMAX
- Develop positive long term relationships with employers to enable multiple job placements and the opportunity to develop Memorandum of Understandings (MOUs) with CBS
- Assist the team to identify job ready clients by using tools such as reverse marketing forms, resumes, pre-screening interviews and Career Voyage (vocational assessment tool)
- Maximise job placements by marketing all CBS services and employer incentives and also ensure the employer receives the correct level of support
- Follow the principles of CBS by working towards a strength based model and match clients’ interests and goals to job placements
- Share ideas and good practices with members of both the site and JEP teams

Data integrity

- Maintain files and systems to collect evidence that supports DEEWR contractual requirements and that of CBS’s Quality Management System

Continuous Improvement

- Assist the Jobnet Coordinator to identify and resolve relevant Opportunities For Improvement (OFI) that results in improvements to CBS’s Quality Management System
- Support the JEP to update and maintain all Standard Operating Procedures (SOP) and documentation as current with any changes to the application(s) or contractual obligations, participate in special projects to eliminate administration burden and develop systems to identify training requirements to minimise help desk queries

Team Contribution

- Attend and participate in both the site team meetings and the JEP meetings as required
- Contribute to CBS’s regional and organisational support to colleagues
- Support CBS’s mission, values/philosophy and service delivery principles
- Have a positive approach to problem solving and change - provide creative strategies to address client and system concerns
- Flexible working practices
- Actively contribute to the continuous improvement of CBS’s service delivery and business development through proactive communications and participation in special projects and funding body process improvement initiatives
- Provide back up to other staff as required
- Other duties as requested
PERSONAL DEVELOPMENT

- Participate and actively contribute to CBS development activities
- Achieve goals for your personal Action Plan associated with the CBS Staff Evaluation process
- Participate in networking opportunities that increase personal knowledge
- Undertake special projects and development work as agreed

AUTHORITY TO ACT

The Senior Employment Officer (Job Search Team) operates within:
- CBS Policies and Procedures, Guidelines and Codes of Conduct
- Defined limits of delegated authority and budget restraints
- Relevant legislation, regulations and by-laws

QUALIFICATIONS AND EXPERIENCE REQUIRED:
- Work, Social Inclusion & Community Development Program (internal CBS induction training)
- Demonstrated experience in provision of direct services to people with a disability/disadvantage
- Suitable tertiary qualifications (desirable) in line with the sector
- First Aid Certificate
- Experience working in a team and supervising others

PERSONAL ABILITIES/SKILLS/KNOWLEDGE REQUIRED:
- Able to model the values and attitudes consistent with CBS values and philosophy
- Commitment to the principles of privacy, dignity and confidentiality
- Motivated to work with and relate to people with a disability/disadvantage
- Effective communication skills (both written and oral)
- Self motivated, energetic, reliable, punctual and positive
- Ability to develop personal and professional networks
- Excellent organisational and time management skills
- Able to prioritise tasks and have effective time management skills
- Ability to work unsupervised
- Have the flexibility to work extended hours at times in order to achieve agreed goals
- Computer literate using a range of computer software packages including Microsoft Office suite, databases and web-based applications
- Knowledge of DEEWR DES Employment Programs and funding models
- Adhere to Work, Health & Safety and other legislation
- Awareness of State and Commonwealth disability-related acts, standards and legislation
- Knowledge of principles of Child Safe Environments
- Knowledge of human services and the role of government

ESSENTIAL SPECIAL REQUIREMENTS:
- A current Australian Class 1 driver’s license during your employment
- Be willing to drive/travel to sites and locations across metropolitan/regional areas and interstate
- Some out of hours work will be required
- May be reassigned to another geographical location within the service should the need arise
- All CBS staff are required to have regular, direct client contact e.g. case management of clients in the Jobnet Employment Program
• Be willing to accompany people with a disability/disadvantage on activities which take them into public community settings e.g. employment, training, holiday venues, restaurants, cinemas, etc
• Have
• Meet a satisfactory Police Security Clearance and maintain the standards required

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**ACCEPTED AND APPROVED**

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Last reviewed: 25 July 2013