

Position Description
Work Experience Manager – Job Services Australia

KARINGAL MISSION

To provide quality services that improve the lives of individuals

Karingal is a community service organisation which is committed to providing services that enhance the lives of individuals. Our team takes pride in proactively supporting people with disabilities, disadvantages and those who are aged, to live full and active lives. We have services in Metropolitan Melbourne and Regional areas in Victoria.

DIVISION DESCRIPTION

MatchWorks provides a range of employment and related services to job seekers from 19 sites across Greater Geelong, Metropolitan Melbourne, Greater Bendigo and the Hampden region. These services include Job Services Australia, Disability Employment Services (DES).

BRANCH DESCRIPTION

Job Services Australia helps eligible job seekers by providing individually tailored assistance to develop pathways into sustainable employment.

Position Specifics

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| Position objective: | To manage activities and staff of the Work Experience team to ensure that the Job Service Australia (JSA) contract is delivered in accordance with the Job Services Australia (JSA) guidelines and Code of practice. This must be achieved within the financial constraints of the Work Experience budget. |
| Reports To: | Regional Manager Job Services Australia |
| Division: | MatchWorks |
| Branch: | Job Services Australia (JSA) |
| Primary Location: | Werribee |
| Employment status (F/T, P/T): | Full time |
| Probation: | All positions are offered with 6 month probation period. |
| Classification & conditions: | Karingal Collective Agreement: MatchWorks Operational Staff Structure |
| Remuneration: | Wages will be negotiated commensurate with experience and qualifications. An attractive salary package will be offered which includes access to salary packaging provisions. Superannuation is paid at 9% |

Position Responsibilities & Duties

Interpersonal Skills

- Influence/Client empowerment
 - ability to relate to staff from a wide range of backgrounds whilst ensuring they maintain an outcome focussed approach
 - display empathy to staff and to job seekers at appropriate instances
 - a high level of interpersonal and written communication skills, including interviewing, assessment and planning skills
 - assist staff development by both empowering and challenging their work practices
- Customer focus

- Dedication, patience and capacity to remain calm under pressure
- Commitment to customer service.
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Communication

The main internal interaction is with the Work Experience team, the Public Relations Officer and the MatchWorks Site Management Team.

- Internal
 - conduct regular meetings with staff at the site, both in a group forum and individually
 - liaise with other site managers and members of the Senior Management Team to monitor performance and identify areas for service improvement
 - maintain supportive relationships with managers at other branches of Karingal MatchWorks staff and Karingal Head Office staff

The main external interaction is with MatchWork's existing and new Sponsor and Host Organisations and the Department of Education, Employment, and Workplace Relations (DEEWR)

- External
 - existing and new sponsor and Host organisations
 - Department of Education, Employment and Workplace Relations (DEEWR)
 - liaise closely with other service providers including PAGES providers and Training Institutions. In order to maintain knowledge of and influence activities available to jobseekers
 - participate in relevant industry conferences and training
 - liaise closely with local employers
 - maintain helpful communication with DEEWR and Centrelink staff, and ensure requests are promptly responded to
- Team work
 - ability to contribute ideas to improving work quality and performance
 - contribute innovative ideas for continuous improvement at MatchWorks
 - participate in internal projects with other sites and managers as required
 - an ability to contribute to the success of the Branch

Skill Application (technical skills)

- OH&S - Operate within Karingal's OH&S Policy and Procedures
- Training & Development of Staff
 - conduct regular face to face communication and skills assessments
 - compose and maintain challenging individual actions plans to ensure staff continuously improve their skills
- Staff Recruitment
 - conduct all recruitment duties with regard to the MatchWorks Recruitment Procedure
- Human Resource Management
 - address concerns raised by staff and where required mediate disputes efficiently and productively
 - ensure all staff are contributing to the site performance targets
 - conduct performance counselling professionally and liaise with senior management if further action may be required
 - document performance counselling discussions
 - ensure compliance with the Karingal Disciplinary Procedure

Other duties as directed by manager or supervisor

Measurable Results & Outcomes

Administration

- Ensure all Sponsor and Host activity agreements meet the Work Experience guidelines
- Monitor placement referral numbers and activity targets on a daily, weekly and monthly basis and communicate these with the WE Team through performance reports
- Ensure OH&S procedures on the Work Experience activities are adhered to
- Ensure all claims for the Work Experience Contract are made, including collection of evidence for claims
- Monitor the Work Experience Funding and EPF.
- Conduct monthly audits and feedback identified area of improvement to staff and senior management
- Monitor current trends and forecast future performance levels
- Maintain improving performance in all areas of performance measurement
- Monitor expenditure and review costs to ensure good custodianship of Karingal's resources

Contribution to Management Team

- Responsiveness and Flexibility
 - provide support to the regional/operations manager and cooperate with new challenges/direction
- Feedback and Suggestions for Continuous Improvement
 - provide ideas and solutions for overall service and performance improvement for the Branch
- Contribution to MatchWorks' Development
 - participate with business plan implementation
 - maintain high performance at the site to enhance growth opportunities
- Support of Management Team Decisions
 - positively and proactively support and implement group and senior management decisions

Leadership and Innovation

- New Strategies and Approaches
 - Identify new programs or activities that will help to improve the service delivery and performance of our services
- Analytical Thinking and Planning
 - analyse performance and financial data to project future performance
- Self Development
 - strive to accomplish all set objectives
 - volunteer/participate in activities/training that will increase skills
 - identify possible re-assignments to other offices as opportunities to build on self improvement
- Motivation of Staff
 - strategic planning of performance targets and group rewards
 - regular consultations with staff to offer support when required
- Change Management
 - ensure change announcements are made in an affirmative and professional manner
 - maintain a positive approach to new processes, strategies and challenges
 - encourage the appreciation and application of any change

Other duties as directed by manager or supervisor

Key Selection Criteria & Skills/Attributes

Essential:

- Extensive experience in the delivery of employment and training services for people with disadvantages.
- Demonstrated skills in service development, implementation and monitoring.
- Demonstrated ability to manage and motivate staff to achieve high quality employment outcomes.
- The ability to manage and monitor outcomes, targets and budgets.

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| | <ul style="list-style-type: none"> • Proven communication and people management skills, including an understanding of Human Resource policies and responsibilities. • Sound experience working in a Labour Market Program aimed at employment outcomes for unemployed people. • Understanding of financial information including monthly and annual budgets. Extensive administrative experience, including high level computer literacy. • A current driver's licence | | |
| Desirable: | <ul style="list-style-type: none"> • A variety of tertiary qualifications could provide useful background to perform the functions of this position • Solid experience in Employment Services and an understanding of strategies to address barriers to employment • Knowledge of contemporary recruitment practices and procedures | | |
| Application Details | | | |
| Application instructions: | <p>Please send applications including cover letter and current resume to Karingal via email or post as below.</p> <p>Late applications will not be accepted.</p> | | |
| Email: | workwithus@matchworks.com.au | Postal address: | MatchWorks Level 1/22 Malop St Geelong 3220 |
| Contact person: | Nikki Brogan Recruitment Officer MatchWorks (03) 5229 8733 | | |
| Closing date: | | | |
| <i>“Karingal is an Equal Opportunity Employer; values diversity and encourages applications from Indigenous people, people with disabilities and people from culturally and linguistically diverse backgrounds”.</i> | | | |

Please visit our website for more information: www.karingal.org.au