

Position Description
Employer Services Consultant – 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

Position objective:	To build relationships with employers and job seekers in order to obtain and maintain meaningful and ongoing employment opportunities for job seekers by: <ul style="list-style-type: none"> - Marketing our services to employers; - Reverse Marketing job seekers to employers - Cold calling; - Telemarketing; and - Job creation.
Reports To:	Site Manager
Division:	MatchWorks
Branch:	Job Services Australia (JSA)
Primary Location:	
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% A fully maintained vehicle for personal use is also provided.

Position Responsibilities & Duties

General

- Ability to relate to people from a wide range of backgrounds in an empathetic manner
- A high level of interpersonal and written communication skills, including interviewing, assessment and planning skills
- Well-organised approach to providing employment services
- Coordinating multiple projects simultaneously and productively
- Superior self-management skills, including record keeping and performance analysis
- Provide advice about the employment service and other assistance available to job seekers and employers
- Conduct all job seeker, employer and other network interactions with a high level of customer service
- Ensure results from audits are indicative of internal and external processes and requirements
- Application of Karingal and MatchWorks policies

Position Specific

- Ability to create new positions/vacancies with employers through reverse marketing
- Determine opportunities for strengthening the commercial position of MatchWorks by researching market information and analysing industry sectors
- A high level of interpersonal and written communication skills, including interviewing, assessment and planning skills
- Provide advice about the employment service and other assistance available to job seekers and employers
- Conduct all job seeker, employer and other network interactions with a high level of customer service
- Provide follow up contact and support to job seekers and employers once employment has commenced
- Provide appropriate support to job seekers and employers in conjunction with Employment Consultants.

Communication

- High level of verbal, written and listening communication skills are required
- The main internal interaction will be with all MatchWorks and Karingal staff.
 - Liaise with other operational staff to monitor jobseeker activities.
 - Attend regular meeting with Site Team and Employment Consultants
- The main external interaction will be with potential employers, employers and registered jobseekers
 - Liaise closely with local employers
 - Participate in relevant industry conferences and training

Documentation

- Adequate content and timely documentation of job seeker and employer contacts
- Complete required record collection to support claims
- Accurate entering of placements and timely entering of outcomes
- Document thoroughly and within required timelines all reverse marketing employer contacts

Other duties as directed by manager or supervisor

Measurable Results & Outcomes

- The rate at which Job Placements become 13 and 26 week employment outcomes (Retention Rate)
- Delivery of high quality services to existing and potential employers and clients
- Contribution to the achievement of program KPI's, Star Ratings and role and other objectives as set by manager
- Meet the reverse marketing average time target (i.e. ability to create employment opportunities for job seekers through reverse marketing activities) of twelve hours per week
- Conduct quality reverse marketing of suitable job seekers to employers (i.e. ability to canvass vacancies from employers and match these to suitable applicants)
- Successful and timely completion of all documentation/reporting to a high standard in terms of quality and compliance
- Completion of general position responsibilities and duties to a high standard
- Demonstrated compliance with Karingal and MatchWorks policy, procedure and work instruction

Key Selection Criteria & Skills/Attributes

Essential:	<ul style="list-style-type: none"> ▪ Experience and proven aptitude for reverse marketing, cold calling and rapport building with external customers ▪ High level oral and written communication skills ▪ Demonstrated computer literacy and data management skills ▪ Proven ability to manage time and workloads effectively to business priorities in a challenging environment ▪ A current Victorian driver's licence. ▪ Completion of Police Check
Desirable:	<ul style="list-style-type: none"> ▪ Knowledge of contemporary recruitment practices and procedures ▪ Experience working a Labour Market Programs aimed at employment outcomes for job seekers would be an advantage ▪ A variety of tertiary qualifications could provide useful background to perform the functions of this position

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:	Recruitment Officer MatchWorks Level 1/22 Malop St Geelong 3220
Contact person:	Nikki Brogan Recruitment Officer MatchWorks (03) 5229 8733		
Closing date:			

“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”.

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