



Community Bridging Services (CBS) Inc.

Employment Officer Position Description (PD17)

REPORTS TO: **Jobnet Coordinator**

AWARD: Labour Market Assistance Industry Award 2010

CLASSIFICATION: Grade 1, 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. Support includes advocating for a rightful place in the community.

CBS is funded by the Commonwealth Department of Social Services (DSS) for Disability Employment Services (DES) and other Commonwealth Departments for similar employment related services e.g. the Remote Jobs and Community Program (RJCP), now called Community Development Program (CDP). These are collectively known as the Jobnet Employment Program (JEP) with the scope varying across regions (ESAs).

CBS is funded by Department for Communities & Social Inclusion (DCSI) State Government for Day Options and Recreation Programs.

Reporting Structure

The Employment Officer (EO) will be directly responsible to the Jobnet Coordinator on a day-to-day basis. However, the Jobnet Regional Manager has overarching responsibilities in conjunction with the General Manager Operations.

AUTHORITY TO ACT

Staff will support and operate within:

- CBS Culture, Mission and Values
 - CBS policies and procedures, guidelines and Codes of Conduct, confidentiality
 - defined limits of delegated authority and budget restraints
 - Disability Services, WHS, Equal Opportunity, Disability Discrimination, Privacy ACTS and other relevant legislation, regulations and by-laws
 - contractual and standards requirements
 - Quality Management System
 - duty of care requirements and responsibilities
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Continuous Improvement

- Compulsory attendance to bi-monthly Staff Meetings for full time staff (exemption for Regional Staff).
 - Attend and contribute at site/area meetings as scheduled.
 - Identify Opportunities for Improvement (OFI) and report recommendations in a timely manner that results in improvements to the CBS Quality Management System.
 - Support development and review of all Operating Procedures and documentation to ensure compliance with current contractual obligations, standards and CBS guidelines.
 - Participate in special projects to eliminate administration burdens and develop systems to identify training requirements.
 - Participate and actively contribute to internal audits and development activities.
 - Participate in external audits as required.
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Qualifications and Experience**Essential**

- Maintain a satisfactory personal record/police clearance.
- First aid certificate.
- Maintain a valid driver's licence.

Desirable

- Child safe environment.
- Completion or willingness to complete a Certificate III in Disability Work.
- Demonstrated experience in provision of direct services to people with a disability/disadvantage.

Other Conditions

- Complete internal compulsory CBS Work, Social Inclusion & Community Development Program.
- Must be prepared to relocate within the service should the need arise.
- Some intrastate and interstate travel may be required.
- Some out of hours work may be required.
- Complete Jobnet Base Training Program.

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.

Personal Abilities/Skills/Knowledge required

- Commitment to the welfare, rights and personal development of people with a disability.
- Highly developed communication skills with clients, caregivers and colleagues.
- Ability to model the values and attitudes consistent with CBS philosophy.
- Ability to demonstrate and maintain high levels of professionalism, integrity and ethics.
- Reliable and punctual.
- Self-motivated, innovative and positive.
- High level of interpersonal skills and conflict resolution.
- Ability to develop extensive personal and professional networks.
- Skills in research, evaluation and planning.
- Effective report writing.
- Excellent organisational and time management skills.
- Highly developed written and verbal communication skill.

DUTIES**Areas of responsibility****Key outcomes**

The key outcomes and activities derive from three broad areas of activity. These include:

- successful employment integration
- work enhancement
- individual education.

Successful employment integration

The Employment Officers will participate in the basic planning, implementation and monitoring of specific Programs.

- Implementing programs, participating in activities and supporting participants to achieve pre-determined goals established by the Senior Employment Officers and/or Jobnet Coordinator in conjunction client's families/carers and other CBS team members.
- Assisting with the planning and development of the Programs based on client interests, abilities and pre-determined goals within a group or on an individual basis.

- Providing information and maintaining CBS records to the Programs.
- Ensuring that the objectives of CBS are met through providing regular feedback to the Employment Officer, Senior Employment Officer and Jobnet Coordinator.
- Assisting with review and assessment processes, including the practical implementation of recommendations.
- Ensuring the promotion and understanding of CBS philosophies, policies and principles
- Taking responsibility for the physical and emotional wellbeing of clients whilst engaged in employment by exercising a Duty of Care.
- Providing information and support on the acquisition of appropriate funding or equipment.
- Accompany persons with a disability and/or disadvantage on work experiences or trials and well as paid employment in order to guide and support them to obtain a successful employment outcome where required.
- Participate in other duties as required.

Work Enhancement

The Employment Officers support people with a disability to have greater control and influence over decisions that affect their quality of life by:

- implementing purposeful programs that meet individual needs and provide opportunities for decision-making and choice
- supporting participants to develop skills, gain experience and confidence in undertaking the requirements of their role in order to obtain longevity in their employment
- providing practical support and encouragement to assist individuals and groups to participate in and enjoy the options provided to the best of their ability.

Individual Education

Employment Officers should assist in the development of positive community attitudes towards people with a disability by:

- encouraging the inclusion of people with a disability in all aspects of community life
- increasing community awareness by providing informal verbal information to community groups and agencies and by demonstrating positive attitudes and behaviors
- promoting the rights, needs and potential of people with a disability
- supporting clients to establish personal links with community members, activities and places.

Performance will be measured with KPIs around the following:

- **Job Placements** - Achieving a minimum number of Job Placements.
- **Job Search** - Making contacts with a suitable amount of employers to meet KPI1.
- **Case Review** – Completing case reviews with your Jobnet Coordinator as determined.
- **Outcome claims** - Ensuring all documentation and evidence is forwarded on or before the required date.
- **File Management** - Ensuring that each jobseeker file is maintained according to procedures and that all evidence is found in the file.
- **Quality Case Management** - Ensuring all case notes, contacts, documentation are completed in the specified time periods and jobseeker documents are up-to-date.
- **Communication** - Responding to any correspondence and/or reasonable requests directed to you via verbal or written instruction within CBS guidelines.

Staff Name

Signature

Date

CBS Representative Name

Signature

Date