



Community Bridging Services (CBS) Inc.

Jobnet Coordinator Position Description (PD15)

REPORTS TO: **Jobnet Regional Manager (JRM)**

AWARD: Labour Market Assistance Industry Award 2010

CLASSIFICATION: Training & Placement Coordinator, Pay Point 1 – Pay Point 4

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). 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 Jobnet Coordinator is responsible to the JRM and is directly responsible for duties on a day-to-day basis and providing direction, supervision and support to the Employment and Senior Employment Officers (EO & SEO) as well as Employment Assistants.

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.
- Experience in employment or community services.
- Relevant experience in Human Services, individual program design, coordination, evaluation and/or vocational development.
- Demonstrate knowledge of evaluation.
- Understanding of the effects of disability on individuals, family and the community.
- Some knowledge of recreation, further education and/or vocational processes.

Desirable

- Qualification in the areas of disability, community development, counselling or similar human services.
- Child Safe Environments.
- Knowledge of community resources especially Commonwealth and State government employment agencies, e.g. Centrelink, Department of Social Services.

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.
- Maintain current up to date knowledge of best practice for Employment Service Providers.

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.
- Ability to impart knowledge effectively.
- Motivated to work with people with a disability or disadvantage.
- Ability to lead a multi-disciplinary team.
- Ability to assess the interests and abilities of clients.
- Ability to use initiative and creatively problem solve.
- Ability to work with limited supervision in a self-directed manner.
- Creative.
- Lateral thinker.
- Good attention to detail.

DUTIES

Areas of responsibility:

Responsible for the management and coordination of services to clients in a designated region in the key areas of:

1. pre-employment preparation and training
2. job search
3. job support/post placement support
4. community education and employment development
5. general responsibilities including financial authority and meeting Key Performance Indicators (KPIs).

1. Pre-Employment Preparation and Training

Responsible for ensuring the Jobnet Employment Program and Job Services Australia has successful outcomes for each client by:

- receiving referrals, interviewing and inducting clients for the programs
- ensuring accurate assessment of a client's present vocational skills, strengths and interests with respect to past experience and future goals
- establishing and maintaining regular contact with clients and their families/advocates/carers (if appropriate)
- developing and implementing a vocational plan in collaboration with clients and their families/carers/advocates (if appropriate)
- implementing programs and activities to achieve pre-determined goals established in conjunction with clients
- communicating and working with existing networks and organisations on behalf of clients
- arranging and/or delivering interpersonal services, including counselling and support, to enable clients to participate in planned activities
- identifying, and where necessary delivering or seeking out appropriate training and work experience opportunities for clients
- utilise existing services that provide vocational training and links with employers to place clients as required
- utilising accredited national modules wherever possible (e.g. Certificate 1 in Introductory Vocational Education)
- conduct case reviews.

2. Job Search

Assisting clients to meet their employment goals by:

- maintaining and using their vocational plan and working with the client to find suitable open employment
- ensuring accurate assessment of a client's present vocational skills, strengths and interests with respect to past experience and future goals
- establishing a good understanding of various employment incentive schemes and utilise these when appropriate to secure employment
- use a job club and 1:1 sessions to assist a client to maintain their work readiness and increase their job search skills
- Support, train and mentor staff to develop appropriate reverse marketing skills and ensure they are meeting their KPI's.

3. Job Support/Post Placement Support

Ensure that job placements are successful for both clients and employers by:

- assessing the support needs of clients, providing or organising the employment of support workers to assist clients to participate in training, work experience and employment
- establishing good networks with employers and maintain ongoing regular communication with them and our clients when placed in employment
- completing regular evaluations of client progress and reports as directed
- Ensuring that effective PPS is common practice by all staff and is monitored by the Coordinator.

4. Community Education and Employment Development

Promoting the development of positive community attitudes towards people with a disability or disadvantage by:

- encouraging the inclusion of people with a disability or disadvantage in all aspects of community life
- increasing community awareness by providing information to community groups and agencies
- promoting the rights, needs and potential of people with a disability or disadvantage
- facilitating the establishment of personal links between people with a disability or disadvantage and other citizens as well as links with community activities, places and interests
- developing and maintaining Memorandum of Agreements (MOAs) and Sponsorship Agreements within ESAs to support employer initiatives.

5. General Responsibilities:

- meet contractual Deed requirements
- maintain a positive star rating of 3 stars across DES contracts in ESA
- responsible for ensuring the program remains within the allocated budget by monitoring and checking expenditure through maintaining monthly budget summaries
- responsible for the day to day supervision of support staff (contract and casual staff)
- responsible for the physical and emotional wellbeing of clients whilst engaged in the programmed activities - exercising duty of care
- responsible for upholding client privacy and confidentiality, in accordance with CBS policies and procedures - have knowledge of the Privacy Act
- responsible and accountable for the provision of accurate and clear direction, information and training regarding workplace Occupational Health, Safety and Welfare Legislation including codes of practice, workplace procedures and instructions
- communicate with the Executive Director and other senior staff on aspects of current programs including progress reports on individual clients, as required
- assist and supervise volunteers and students on placement with CBS, as necessary
- other projects/duties relevant to the position as directed
- support the EOs and Senior Claims and Compliance Officer (SCCO) in the collection of evidence and files that meets DSS contractual requirements and that of CBS's Quality Management System
- have a positive approach to problem solving and change - provide creative strategies to address client and system concerns
- responsible for undertaking and following HR procedures: selection of interviewees, referee checks, take part in interview panels, exit interviews
- provide back up to other staff as required
- other duties as requested.

Staff Name

Signature

Date

CBS Representative Name

Signature

Date