

Position Description

Direct Registration Coordinator – Disability Employment Services (DES)

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.

BRANCH DESCRIPTION

MatchWorks provides a range of employment and related services to job seekers from 19 sites across Barwon, South Western, North West, Western Metropolitan and Hampden regions. These services include programs from Job Services Australia and Disability Employment Services.

DIVISION DESCRIPTION

Disability Employment Services (DES) provides Disability Management Services and Employment Support Services. These services support people with a disability, illness or injury who are trying to gain, return to and maintain open employment until they are independent.

Position Specifics

Position objective:	To build relationships with schools, community groups and other providers to gain and maintain suitable direct registration referrals for people with disability, illness or injury.
Reports To:	Site Manager
Division:	MatchWorks
Branch:	Disability Employment Service (DES)
Primary Locations:	The position will be based in Melbourne however servicing all areas across Geelong, Western & North Western Melbourne and Bendigo.
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

Client and Provider Services

- Build strong working relationships with local schools and community groups within each ESA.
- Source referrals for each site as per need to increase and stabilise ESA market shares.
- Educate referral sources in the services MatchWorks DES provides for people with disability, illness or injury to find and maintain sustainable employment.
- Keep up to date records of all key contacts across each ESA.
- Present to local services, schools and community groups at meetings and/or information sessions.

- Assess the needs, skills, abilities and identification of barriers of all referrals prior to sign up to ensure suitability of the program.
- Continually survey the local ESA's in order to locate referrals.
- Develop and action effective strategies to canvass and market direct registrations to services for suitable opportunities in line with site needs.

General

- Work closely with Employment Consultants and Employment Services Consultants across each site to have all referrals signed up effectively.
- Educate local community of people with disability & injury, health condition to break down employment barriers and community stigmas.
- Be supportive, flexible and willing to adjust to management and changing business needs.
- Development of effective relationships with jobseekers with disability, injury and health conditions and with key stakeholders,
- Manage a challenging workload through prioritisation and effective time management.
- Ability to work autonomously.

Communication

- High level of demonstrated verbal, listening and written communication skills are required

INTERNAL COMMUNICATION REQUIREMENTS

- Employment Consultants/Case Managers
- Employer Services Consultants
- Occupational Therapist
- Management
- Claims Officer/Administration and reception staff
- Other MatchWorks/Karingal staff

EXTERNAL COMMUNICATION REQUIREMENTS

- Service Providers (schools, local community groups etc.)
- Job seekers
- Parents
- Employers
- Job Capacity Assessors
- Other agencies including RTO's, allied health professionals and social service providers

Documentation & Compliance

- Completion of a broad range of documentation is required as per DEEWR contracts and/or MatchWorks work procedures.
- Maintain case records and progress reporting in accordance with contractual and MatchWorks policy and procedures
- Documentation must be completed to a high quality standard in line with set requirements
- Documentation must be accurate, up-to-date and submitted in a timely manner
- Provide a service which meets the Disability Service Standards and other associated Quality systems and compliance requirements (including Karingal Quality systems, DEEWR Code of Conduct and Service Guarantee).

Contribution to team and continuous improvement

- Willingness to undertake further training for self development
- Display professionalism in all internal and external communications and transactions
- Continually survey the local community across each ESA in order to locate suitable referrals and develop suitable job seeker referral strategies.
- Participate in staff meetings, policy and organisational development activities

Other duties as directed by manager or supervisor.

Measurable Results & Outcomes

Client Outcomes: Contribution to the achievement of Program KPI's, Star Ratings and role objectives. *Client feedback; results of site specific initiatives; and, observation and feedback from Regional and General Manager.*

Employer and Client Services: Delivery of high quality services to existing and potential clients/service Providers including successfully building and maintaining relationships: *Client/Employers satisfaction and feedback, increased employer contacts, observation and feedback from Regional and General Manager.*

Compliance: Compliance with internal and external contracts and requirements- including Karingal and MatchWorks internal Policies, Procedures and Work Instructions, all Disability Employment Services contract provisions: *Results of internal and external audits and reviews; and, observation and feedback.*

Documentation: Successful and timely completion of all documents/reporting to a high standard in terms of quality and compliance: *Results of internal and external audits and reviews; and, observation and feedback.*

Individual and team development: Successful and beneficial networking and relationship management with relevant stakeholders, personal/professional development and contribution to the team: *Feedback & observation, Team Meeting documentation, probation and performance review and training.*

Performance of general position responsibilities to a high standard

Key Selection Criteria & Skills/Attributes

Essential:	<ul style="list-style-type: none"> ▪ Proven ability to build and maintain effective relationships with clients, peers, parents, service providers and relevant other key stakeholders towards gaining and maintaining sustainable referral opportunities. ▪ Experience and proven aptitude for cold calling and rapport building with external customers ▪ Highly developed interpersonal skills ▪ Demonstrated high level professionalism, compliance and attention to detail ▪ High level of oral and written communication skills ▪ Ability to manage time and work loads effectively to meet targets and business priorities in a challenging environment ▪ Proficiency in using Microsoft Office software programs ▪ Victorian Drivers Licence and Completion of Police Check
Desirable:	<ul style="list-style-type: none"> ▪ Experience or understanding of the disability field and barriers to employment experienced by people with disabilities, injury and health conditions ▪ Previous marketing, business development, account management role

Application Details

Application instructions:	Please send applications including cover letter and current resume to MatchWorks via email. Late applications will not be accepted.		
Email:	workwithus@matchworks.com.au	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