

Position Description
Job Placement 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 provide first-class customer service to MatchWorks Employers, Jobseekers and staff by: <ul style="list-style-type: none"> - Providing efficient and professional contact with all key stake holders; - Prompt handling of enquiries; - Providing an efficient and cost effective service to employers - Cold calling to increase vacancy opportunities - The ability to create new positions/vacancies with employers through cold calling - Determining opportunities for strengthening the commercial position of MatchWorks by researching market information and analysing industry sectors
Reports To:	Employer Services 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%

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 feedback skills
- Well-organised approach to providing employment services

- Coordinating multiple vacancies simultaneously and productively
- Superior self-management skills, including record keeping and performance analysis
- Provide advice about the employer services and other assistance available to employers
- Conduct all employer, job seeker, staff and other network interactions with a high level of customer service
- Application of Karingal's policies

Position Specific

- Ability to create new positions/vacancies with employers through cold calling
- Determine opportunities for strengthening the commercial position of MatchWorks by researching market information and analysing industry sectors
- An ability to contribute to the success of the Employer Services Team
- Ability to canvass vacancies from employers and match these to suitable candidates
- Ability to create employment opportunities for job seekers through cold calling activities

Communication

- The main internal interaction will be with all MatchWorks and Karingal staff.
 - Liaise with other operational staff to monitor jobseeker activities
 - Attend regular meetings with Employer Services Team
- The main external interaction will be with potential employers, employers and registered job seekers.
 - liaise closely with local employers
 - participate in relevant industry conferences and training

Documentation

- Adequate content and timely documentation of employer contact and where appropriate jobseeker contact
- Accurate evidence documentation of all vacancy lodgements, vacancy referrals and placement claims meet the Job Services Australia Documentary Evidence Guidelines
- Provide follow up contact and support to employers once employment has commenced
- Provide appropriate feedback to Employment Consultants in relation to their jobseekers referrals to vacancies
- Complete required record collection to support claims

Other duties as directed by manager or supervisor

Measurable Results & Outcomes

- Job Placement Quality
 - meet prescribed job placement outcome targets as set by management
 - accurate entering of vacancies and timely entering of anchors
- Results from Audits
 - ensure results from audits are indicative of internal and external processes and requirements

Key Selection Criteria & Skills/Attributes

Essential:	<ul style="list-style-type: none"> ▪ Ability to cold-call and seek vacancies from local employers and establish long term business relationships ▪ Sound computer literacy and data management skills ▪ Ability to create employment opportunities for job seekers through cold calling activities ▪ Completion of Police Check
Desirable:	<ul style="list-style-type: none"> ▪ Knowledge of contemporary recruitment practices and procedures ▪ Experience with Labour Market Programs aimed at employment outcomes for job seekers would be an advantage ▪ A variety of tertiary qualifications could provide a useful background to perform the functions of this position ▪ Current Victorian driver's licence.

Application Details

Application instructions:	Please send applications including cover letter and current resume to Karingal via email or post as below. Late applications will not be accepted.		
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:			

“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