

Spinal Cord Injuries Australia - Job Description

Job Title:	Employment Consultant
Job Family & Level	Workforce Level 1
Section:	Service Delivery
Department:	Workforce
Location:	City
Reports to:	Senior Employment Consultant
Direct Reports:	Nil
Hours:	Full Time
Salary Package:	TBA
Date updated:	February 2010

Job Summary:

The responsibilities of the Employment Consultant will be to manage a caseload of clients with the responsibility of mentoring, coaching and encouraging success towards meaningful employment.

Competencies, Knowledge and Qualifications Required

Core Competencies

Mission, Vision, Values	<ul style="list-style-type: none"> ▼ Carries out own tasks in context of an understanding of the SCIA Mission and Vision and Values flowing from that understanding.
Healthy & Safe Work Environment	<ul style="list-style-type: none"> ▼ Understands requirements for safe and healthy working, and adheres to them. ▼ Understands the duty of care to others.
Organisation, Legislative & Disability Sector Context, Policy	<ul style="list-style-type: none"> ▼ Working knowledge of the role of SCIA in the disability sector. ▼ Working knowledge of the role of own area. ▼ General knowledge of the structure of SCIA. ▼ Understands relevant authority levels and delegations, and the decision making processes of the department. ▼ Understands the major external contexts, especially the community environment and its impact on the organisation. ▼ Sound understanding of the intent and framework, and a detailed procedural knowledge, of legislation, regulations, policies, procedures and standards relevant to the role, and where to find out necessary information outside the team work area. Implements policies within clear guidelines.

Leadership/ Teamwork/ Stewardship	<ul style="list-style-type: none"> ▼ Works autonomously under the guidance of a team leader on defined activities within guidelines, reporting progress and outcomes. ▼ Schedules own work, and contribute to work planning. ▼ Effective team participant. ▼ Provides guidance to less experienced staff within area. ▼ Evaluates the work of others. ▼ Working knowledge of SCIA functions. ▼ In tasks appropriately uses resources. ▼ Effective listening skills.
Relationships/ Partnerships Management/ Communications	<ul style="list-style-type: none"> ▼ Maintains defined relationships under guidance. ▼ Developed listening skills and seeks/provides/shares information appropriately and respectfully, developing influencing skills. ▼ Building a network of contacts to perform tasks. ▼ Under guidance negotiates internally and externally. ▼ Sound writing skills. ▼ Assists with liaising with partners and government agencies. ▼ Provides reports on work and recommends actions.
Member Engagement	<ul style="list-style-type: none"> ▼ Understands service delivery requirements sufficiently to carry out defined tasks.
Client Service	<ul style="list-style-type: none"> ▼ Understands service delivery requirements sufficiently to meet the contractual requirements. ▼ Supports business development.
Quality & Continuous Improvement, Problem Solving	<ul style="list-style-type: none"> ▼ Uses judgement in the selection of solutions and makes recommendations. ▼ Assesses efficiency of activities and develops methods for improvements. ▼ Uses developed conceptual skills to identify when assistance is required to resolve problems. ▼ Understands quality principles and standards, and applies organisational improvement methods. ▼ Resolves standard problems in designated area, exercising initiative and judgement, under guidance, as to techniques and methods. ▼ Communicates answers appropriately. ▼ Refers unusual problems. ▼ Methodical approach to problem solving.
Qualifications	<ul style="list-style-type: none"> ▼ Appropriate qualifications plus sufficient experience to carry out most tasks in the discipline. ▼ Undertakes regular professional development to build skills to next level. In depth knowledge of a number of practice areas.

Functional Competencies

Legislation/ Standards	<ul style="list-style-type: none"> ▼ Understands the intent and framework, and a procedural knowledge, of compliance, legislation, regulations, policies, procedures and standards relevant to Workforce.
Needs Analysis/ Training & Mentoring/ Employment Support	<ul style="list-style-type: none"> ▼ Manages a case load of clients including Post Placement Support. ▼ Assesses individual client needs and barriers to employment. ▼ Develops strategies to increase skills. ▼ Prepares reports/plans ▼ Provides Job Search training ▼ Provides mentoring under guidance ▼ Liaises with employers and coordinates the employment process for clients. ▼ Recognises limits of professional competence and seeks guidance and advice as appropriate.

Workforce Business Development	<ul style="list-style-type: none"> ▼ Identifies new Workforce opportunities with existing employers. ▼ Contributes to the development of new markets, including Reverse Marketing. ▼ Collects and analyses market place information. ▼ Assists in selling SCIA Workforce services and building employer relationships. ▼ Assists with presentations to raise awareness of the issues that impact on the life of a physically disabled person.
Internal/ External Partnering	<ul style="list-style-type: none"> ▼ Understands relevant partnering relationships. ▼ Responds on management and staff matters. ▼ Basic negotiation skills. ▼ Explores alternatives and positions to reach outcomes that gain all parties' support and acceptance.
Policies/ Procedures Development	<ul style="list-style-type: none"> ▼ Assists with the development of Workforce policy segments, procedures and processes. ▼ Contributes to SCIA directions and methodologies.
Risk Assessment	<ul style="list-style-type: none"> ▼ Understands duty of care of the DEEWR contract and the importance of accessibility, child protection, modifications, and OH&S issues that may arise in an individual client case.
Finance & Administration	<ul style="list-style-type: none"> ▼ Assists with allocated finance, administration and systems tasks. ▼ Prepares straight forward correspondence.
Documentation/ Reports/ Analysis	<ul style="list-style-type: none"> ▼ Prepares standard Workforce documentation and reports to meet organisation and contractual requirements. ▼ Solid understanding of the technical and compliance issues to be addressed in reporting. ▼ Assists with the collection and analysis of benchmarking data. ▼ Provides information and checks the quality and quantity of work.
Promotion	<ul style="list-style-type: none"> ▼ Promotes SCIA to the community, health and government groups and corporates. ▼ Assists with working with external people to promote the need to deal with the impact of severe physical disability.
Qualifications	<ul style="list-style-type: none"> ▼ Case Management experience in physical & intellectual disabilities. ▼ Open Labour Market knowledge ▼ Post Placement Support abilities ▼ Consultation experience with external health providers ▼ May have tertiary qualifications.

Duties and Responsibilities

1. Assess clients' needs and barriers to employment and develop strategies to overcome these.
2. Assess clients' skills and experience then develop strategies to increase these.
3. Identify employment opportunities by the promotion of SCI Workforce and its clientele to local employers and then placing clients in sustainable employment.
4. Meet employment outcome targets each month.
5. Convert employment outcomes between 4, 13 and 26 weeks at above 85%.
6. Prepare required client documentation as per contractual requirements such as agreements and action plans. These are to be created in negotiation with clients and tailored to their skill level and the local labour market requirement. .

7. Developing and maintaining positive relations with all SCIA staff, Government and other agencies.
8. Completing weekly, monthly and all other reports as required.
9. Other duties as assigned by the Senior Employment Consultant

Selection Criteria

Essential

- Extensive Case Management experience in the areas of physical disability, mental health, and/or drug and alcohol.
- A demonstrated high level of written and oral communication skills
- Ability to work in a team environment
- Demonstrated ability to develop and maintain relationships with employers, Government and non-Government agencies
- Competent in administration, record keeping and database management.
- Proven success in a high pressured work environment
- Understanding of issues affecting people with disabilities in relation to employment

Desired

- Tertiary qualifications in related discipline
- Experience in the Community Sector would be highly regarded, though not essential.

Employee Name:	
Employee Signature:	
Manager's Name:	
Manager's Signature:	