

# Position Description

**Title:** Employment Coach  
**Business Unit:** Employment Services  
**Location:** Melbourne  
**Employment type:** Full time  
**Reports to:** Service Leader

## About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## Position purpose

This role is responsible for implementing and monitoring Vocational Action Plans by referring participants to relevant vocational / non vocational activities to support job readiness and securing sustainable employment.

## Scope

**Budget:** *nil*  
**People:** *nil*

## Relationships

**Internal:**

- Employment services staff, support and foundation staff

**External:**

- Clients, jobseekers, employers, visitors, government funding bodies

## Key responsibility areas

**Service delivery**

- Refer participants to relevant vocational / non vocational activities to support job readiness
- Actively market participants to employers and arrange Work Experience activities &/or job placement as per vocational assessment and Action Plan
- Responsible for participant's mutual obligation requirements and adhering to compliance framework

Approved by: (position [see delegations of authority policy])	Page 1 of 3	Division: <insert division>
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

# Position description

## Employment Coach



- Act on opportunities and leads identified by the Business Development and/ or survey the local job market and industry sectors in order to locate suitable employment opportunities relevant to the individual participant’s skills and abilities as outlined in the Vocational Assessment
- Coach participants with pre-employment skill development including independent job search, work trials, interview skills and resume development
- Provide ongoing post placement support to participants through a combination of phone and workplace visits to ensure any barriers to employment are being addressed and do not jeopardise current employment
- Monitor workplace participation for all participants placed into employment; by ensuring hours are maintained, specific work tasks are being satisfactorily performed and liaising with the employer to assess overall job requirements are being met
- Ensure that individual Job Plans reflect; intervention strategies identified in participants Vocational Action Plans, include referrals to community links and support services to address barriers and remain up to date throughout a participants employment servicing
- Administration requirements and related information are kept up to date and comply with funding body standards
- Allocation of financial supports such as reimbursements, expenses, wage subsidy’s and other ad hoc financial processing is adhered to
- Responsible for developing Supported Wage and Workplace Modification claims and submitting requests via Jobaccess
- Perform other duties as required by management that are reasonably incidental to the performance of this role

### Teamwork & Communication

- Foster collaboration and team work within and across programs and services
- Promote and maintain a positive environment
- Escalate and report customer problems to the Service Leader where necessary
- Work collaboratively and positively with team members to consider and resolve complex customer problems
- Effective, positive problem solving and conflict resolution skills
- Clear, concise written and verbal communication skills
- Demonstrate active listening in order to obtain relevant information from participants / employers

### Continuous Improvement

- Identify opportunities for improvement to services, provide and recommend changes to procedures and standards that impact beyond own team
- Take action to promote or implement new ideas and encourages others to do so

### Building Relationships

- Understand relevant stakeholder relationships and the importance of these to the organisation
- Assist with building and maintaining professional stakeholder relationships
- Develop and maintain effective relationships with key stakeholders including clients, employers, families, peak bodies, community service organisations, relevant professionals and government officials

### Personal accountability

- Compliance with Uniting’s values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting’s values and professional standards of behaviour.

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# Position description

## Employment Coach



- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

### Performance indicators

- Effective engagement and monitoring of participants' Action Plans and actively supporting participants to achieve sustainable employment outcomes
- Monthly employment targets are met

### Person specification

#### Qualifications

- Desirable: Certificate IV Disability & or / Community Services / Employment Services & / or Career Development

#### Experience

- Experience working in a target driven environment
- Experience with dealing with complex individuals and situations
- Experience in cold calling/marketing

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Achieves results:** Focused on optimal outcomes for participants
- **Professionalism:** Executes day-to-day activities in a positive, friendly and enthusiastic manner.
- **Culturally Aware:** Values diversity as a strength and positively utilises diversity
- **Participant Focused:** Considerable knowledge of principles and processes for providing a participant-centred, strength-based service. This includes setting and meeting quality standards for services, and evaluation of user satisfaction
- **Communication:** Excellent ability to communicate verbally and in writing effectively.

### We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

#### Employee

#### Manager

Name:

Signature:

Date: