

## *Job Description*

### **JOB PLACEMENT / ENGAGEMENT OFFICER**

**LOGAN YMCA**

<b>POSITION LEVEL:</b>	Full Time (contract), Educational Services (Post-Secondary Education) Award 2010
<b>REPORTS TO:</b>	Y-Care Training Coordinator
<b>SUPERVISES:</b>	Nil
<b>POSITION SUMMARY</b>	The Job Placement / Engagement Officer is responsible for achieving job outcome targets and ensuring engagement through follow up and case management of all clients in line with Y Care's contractual obligations. The officer will be responsible for sourcing job vacancies and matching eligible clients to specific vacancies within the clients selected field.
<b>PRIMARY RESPONSIBILITIES:</b>	<ol style="list-style-type: none"> <li>1. Engage students through completion of case management action plans – identifying skills, interests and barriers to employment.</li> <li>2. Manage student caseload in accordance with agreed Y-Care policy and procedure, minimum contractual standards, confidentiality, legislation and administration management requirements.</li> <li>3. Ensure close liaison with trainers to maintain and report on student engagement, attendance and placement progress.</li> <li>4. Ensure student engagement across all Y-Care training programs through effective follow up and engagement initiatives.</li> <li>5. To create links with other channels and providers to assist participants with strategies and support for personal barriers.</li> <li>6. Liaise and network with employers, community groups and local Centrelink offices to facilitate positive and effective relationships including obtaining job leads and facilitate employment opportunities.</li> <li>7. Ensure all KPI's are met including targets, outcomes and all service requirements.</li> <li>8. Match students to practical placement opportunities and provide pre/present/post placement support to both students and employers.</li> <li>9. Liaise with students and respond to student requests regarding placements support.</li> <li>10. Conduct practical assessments for all students who require work placement as part of the program and complete reporting as required.</li> <li>11. Conduct job preparation activities including mock interviews which are consistent with Y-Care's contractual, legislative requirements and Y-Care's philosophy and quality standards.</li> <li>12. Ensure maintenance and accuracy of reporting statistics relating to the provision of employment services and report to the Coordinator as required.</li> <li>13. Negotiate employment opportunities with employers and promote jobseekers for vacancies.</li> <li>14. Perform reference and background checks on students as required for job placements.</li> <li>15. Provide timely follow up with students and employers to obtain placement outcomes.</li> <li>16. Promote Y-Care services and maintain a high profile and professional company image at all times.</li> <li>17. Maintain a high level of personal and professional ethics along with a high level of cultural sensitivity.</li> <li>18. Conduct administrative activities consistent with contractual and legislative requirements and philosophy and quality standards.</li> <li>19. Support other staff where necessary, in relation to service delivery.</li> <li>20. Participate in professional development and training as required.</li> <li>21. Participate in Y Care meetings and functions as required.</li> <li>22. Greet and assist clients in a professional manner as per Y-Care policy and procedures.</li> <li>23. Maintain the work environment so as to minimise risk to both customers and staff.</li> <li>24. Report identifiable risk so that immediate action can be taken.</li> <li>25. Comply with the YMCA's Occupational Health and Safety Policies and Procedures, including those relating to your specific role as found in the OHS Management: Roles and Responsibilities document.</li> <li>26. Maintain confidentiality of all YMCA information, records and files.</li> </ol>

	<ol style="list-style-type: none"> <li>27. To maintain the Quality System and report any deviations from the intended system.</li> <li>28. Uphold and promote the policies and mission of the YMCA of Brisbane including compliance with all practices in the “YMCA Quality Manual”.</li> <li>29. Must be aware of and implement the YMCA’s Safeguarding Children and Young People Policy.</li> <li>30. Any other duties as determined by the Chief Executive Officer from time to time.</li> </ol>
<p><b>SELECTION CRITERIA</b></p> <ul style="list-style-type: none"> <li>• Qualifications</li> <li>• Experience</li> <li>• Behaviour Attributes</li> </ul>	<ol style="list-style-type: none"> <li>1. Qualifications in Business, HRM, Training, Employment Services or Community Services are preferred.</li> <li>2. Certificate IV in Workplace Training and Assessment is preferred.</li> <li>3. A Certificate of Suitability from the Office of the Commissioner for Children and Young People and Child Guardian (Blue Card).</li> <li>4. Sound computer skills including word, excel, internet and email.</li> <li>5. A minimum of 3 years’ experience in a similar role.</li> <li>6. Excellent organisational, communication and negotiation skills.</li> <li>7. Effective problem solving and conflict resolution skills.</li> <li>8. Shows professionalism, flexibility and initiative and ethically represents the association.</li> <li>9. Understanding of barriers to employment and effects of unemployment.</li> <li>10. Ability to build relationships with stakeholders of all levels.</li> </ol>

Authorised by: \_\_\_\_\_

Dated: 13 January 2012