

Position Description

1. POSITION DETAILS	
Position Title	Participation Support Officer
Company	
Location	Yarrabah
Reports to	Participation Support Team Leader
Supervises (if applicable)	Not applicable
Position Type	Full Time, Part Time
2. PURPOSE	
A brief over of the role	
<p>To provide effective management and support to our Participants as per the Yarrabah Employment Service Delivery Model by fostering engagement and using employment servicing activities to create a pathway to education and/or sustainable employment.</p>	
3. PRIMARY RESPONSIBILITIES & KPIs	
Describe the key responsibilities and duties of the role	
<p>Apply the Service Delivery Model</p> <ul style="list-style-type: none"> • Register new Participants who are eligible for employment services • Conduct an assessment of the Participants current circumstances • Develop an individualised life and job skills plan based on the Participants non-vocational and vocational barriers, career interests and goals. • At a minimum – conduct monthly face-to-face meetings with Participants • Coordinate access to Personal Development, Community, Education or Employments Related Activities for Participants • Monitor and review service delivery to ensure Participants are meeting their Mutual Obligation requirements • Prepare Participants who are referred to vacancies and mentor them on employer expectations – which may include using internal and external complementary services to advance job readiness <p>Employer Engagement</p> <ul style="list-style-type: none"> • Source sustainable employment opportunities for Participants to ensure monthly outcome targets are achieved • Reverse market Participants and cold/warm call directly to employers to increase employment outcomes • Build and manage effective relationships with employers, including cold canvassing for potential business and advocating on behalf of Participants to secure and maintain employment 	

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Communication / Teamwork and Accountability

- Work collaboratively within your team to ensure that all employment – support services – education and training providers are identified to support our Participants to remain engaged with “the Entity” as we work together to obtain sustainable employment for Participants
- Maintain confidentiality and adherence to all Organisational policies and procedures.

Documentation and Administration

- Develop personalised and tailored Life and Job Plans for Participants and ensure they are reviewed at every contact to reflect the current circumstances of our Participants
- Ensure all contractual requirements are met, including timely recording of file notes, reporting of outcomes and resulting appointments
- Ensure all Participants have an up to date resume tailored to their individual needs
- Work with Participants to prepare job applications for relevant employment opportunities
- Perform other duties as directed by your Participation Support Team Leader

Accountability

- Maintain confidentiality and adherence to all organisational policies and procedures by self and all members of the team take action to address breaches when they occur.

Reporting

- Discuss with the Participation Support Team Leader any emerging issues and /or potential risks to the business; present solutions / actions to mitigate risk.
- Respond in a timely and accurate manner to questions/enquiries and correspondence from the Participation Support Team Leader.

Workplace Health & Safety

- Adhere to requirements, policies and procedures in line with regulations and legislation as well as EEO and employment diversity principles and practices.
- Carry out WH&S systems to ensure site and vehicle inspections are completed as directed.
- Ensure 100% of incidents and injuries are reported and corrective actions are taken in accordance with policy.

While a representative of the duties and responsibilities of the role, this Employment Position Statement does not imply that these are the only duties to be performed. The employee may be required to follow any other lawful instructions and to perform any other duties reasonably requested and within the assessed skills of the employee.

4. KNOWLEDGE / EXPERIENCE / QUALIFICATIONS

What specific knowledge / experience / qualifications are required for this role

Essential:

- Willingness to build rapport and maintain effective relationships with Participants, peers and relevant agencies
- A strong desire to work with, and assist Participants within the Yarrabah Community
- Willingness to learn contractual guidelines and apply as appropriate
- Willingness to be trained to manage time and caseloads effectively to reach business targets
- Basic computer literacy skills
- Must be able to successfully pass a Police Check and Working with Children Check

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- Driver's Licence (open, manual)

Desirable:

- Skills and/or formal qualifications in Employment Services, Career Counselling, Mental Health or Social Sciences would be advantageous

5. EMPLOYEE ACCEPTANCE

I accept and understand the responsibilities and duties of this role

Name of Employee	
Date of Commencement	
Signature	
Date	