

**Position Title:** Employment Coach  
**Award:** LMAI ESOG2  
**Reports to:** Site Manager  
**Portfolio / Business Area:** Employment – Workforce Australia Services  
**Authorised by:** General Manager, Employment Services

Date Reviewed: 24/03/2022

## JOB FOCUS

Proactively manage the end-to-end process of a caseload of participants to achieve sustainable and compliant 26-week employment outcomes.

## KEY RESPONSIBILITIES

### KRA 1 – Service Delivery

- Work collaboratively and professionally with colleagues to welcome and engage individuals phoning or visiting the site.
- Actively engage with employers, relevant stakeholders, and participants to secure sustainable employment outcomes.
- Reverse market to employers and broker opportunities for participants to achieve sustainable employment outcomes.
- Assess participants barriers to employment.
- Provide individual case management support, facilitating participant development tailored to overcome their barriers to employment.
- At each intervention ensure timely referral to:
  - Employment opportunities
  - Vocational training
  - Employment activities as prescribed by the department
  - Non-vocational programs.
- Support the implementation and development of employment strategies for key cohorts and refer participants to relevant initiatives.
- Record the results of each intervention in SYC and applicable third-party software systems.
- Negotiate employment opportunities on behalf of participants by utilising wage subsidies and all other available initiatives to support and sustain long term employment.
- Provide thorough Post Placement Support to employers and participants placed in employment by maintaining the prescribed contact regime to maximise employment outcomes and maintain positive employer relationships.
- In conjunction with other employees, negotiate and secure new placements to overcome falloffs.
- Ensure all requisite employment documentation is provided to the Claims Administrator within the required timeframe.
- Develop professional knowledge of and provide advice on areas including but not necessarily limited to the Employment Services Contract, the local labour market, local support services and vocational training programs.
- Approach all duties with a sense of urgency and purpose.

### KRA 2 – Corporate Accountabilities

- Always operate, comply, and behave in a professional and conscientious manner, consistent with both the letter and the intent of the Code of Conduct and in accordance with SYC's Mission, Vision, and Values.
- Work to achieve all agreed Key Performance Indicators (KPIs).
- Actively participate in the SYC Employee Development Program (EDP) and undertake training as directed.
- Adhere to and comply with all SYC policies and procedures, quality and compliance systems, and all relevant contracts, agreements, standards, legislation, and regulations as amended from time to time.
- Uphold SYC's commitment to inclusion and valuing diversity by fostering an environment free from discrimination and harassment, that promotes, encourages and is respectful of workplace diversity and gender equality.
- Conduct any other duties that may reasonably be expected of you from time to time.

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## KRA 3 – Work Health and Safety

- Take reasonable care and act in a manner that does not place your own health and safety or that of others at risk.
- Comply with all SYC Health, Safety, Environmental and injury management policies and procedures, and all legislative requirements.
- Report all hazards, incidents, injuries, unsafe acts, or conditions in line with SYC procedures and comply with any reasonable instruction.
- Correctly use any personal protective equipment and safety devices provided and do not intentionally or recklessly misuse or interfere with anything provided for health and safety reasons.
- Undertake only those tasks for which you have been authorised and/or received the necessary training and for which all necessary safety arrangements are in place.

## ROLE FIT

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### ➤ QUALIFICATIONS / REQUIREMENTS / SPECIAL CONDITIONS

#### Essential

- Must be willing to complete relevant employment screening and to maintain requisite clearances or checks as required.
- Prepared to work from, or be located at, any SYC site.

#### Desirable

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## KEY SELECTION CRITERIA

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### ➤ EXPERIENCE, SKILLS, AND ATTRIBUTES

#### Essential

- Work effectively as a member of a team to deliver quality services and collaboratively achieve participant outcomes.
- Time management and organisation skills, able to plan, prioritise and achieve outcomes and to successfully meet deadlines and KPIs.
- Communication skills, both written and verbal, including the ability to write timely and accurate email communications, participant case notes and reports.
- Able to build and maintain positive working relationships with internal and external stakeholders.
- Interpersonal, conflict resolution and negotiation skills along with the initiative to identify innovative and lateral solutions.
- Computer literacy including the use of Office365 software.
- Demonstrates high level of honesty, integrity, and confidentiality.
- Shows respect and sensitivity towards people from diverse cultural backgrounds, and a willingness to learn, be flexible and adapt one's approach to suit the environment.

#### Desirable

- Demonstrated experience working in a successful result driven team.
- Demonstrated experience in sales and/or a customer contact role.
- Previous experience in the Employment Services Industry.
- Able to demonstrate knowledge and/or understanding of Government Employment Services.
- Engagement skills and the ability to develop effective cross-cultural relationships and be respectful and responsive to the needs, values, and experiences of others.
- Able to confidently and effectively cold canvass employers and reverse market participants.
- Ability to identify and analyse new business opportunities and key stakeholders.



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Signature below signifies the employee has read, understood, and accepted that this document is representative of the duties to be performed.

Employee Name \_\_\_\_\_

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

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