

**Position Title:** Employment Coach - IEA  
**Award:** LMAI ESOG2  
**Reports to:** Regional Manager - IEA  
**Portfolio / Department:** Employment - Inclusive Employment Australia  
**Authorised by:** General Manager, Employment Services

Date Reviewed: 11/08/2025

## JOB FOCUS

Utilising a person-centred, case management approach, proactively manage the end-to-end process of a caseload of participants, assisting people with disability, injury or health condition to prepare for, find and achieve sustainable employment outcomes, ensuring high performance and compliance with the Inclusive Employment Australia (IEA) Contract.

## KEY RESPONSIBILITIES

### KRA 1 – Service Delivery

- Work collaboratively and professionally with colleagues and participants to deliver strong contract and financial performance.
- Actively engage with employers, relevant stakeholders, and participants to secure high levels of employment outcomes.
- Reverse market to employers and broker opportunities for participants to achieve employment outcomes.
- Conduct initial engagement interviews and assess participants needs and barriers to employment.
- Provide individual case management support and facilitate participant development tailored to overcome their barriers to employment.
- At each intervention ensure timely referral of participants to any of:
  - Employment opportunities
  - Vocational training
  - Employment activities as prescribed by the department
  - Non-vocational programs.
- Support the implementation and development of employment strategies and refer participants to initiatives addressing key barriers.
- Record the results of each intervention in SYC and applicable third-party systems.
- Negotiate employment opportunities on behalf of participants by utilising wage subsidies and all other available initiatives to support and sustain long term employment.
- Monitor and provide thorough Post Placement Support and Ongoing Support to employers and participants by maintaining the prescribed contact regime to maximise employment outcomes and maintain positive employer relationships.
- In collaboration with other employees, secure new placements to overcome falloffs.
- Ensure all requisite employment/activity documentation is provided to the Claims Consultant within the required timeframe.
- Develop professional knowledge of and provide advice on areas including but not necessarily limited to the Inclusive Employment Australia 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.
- Demonstrate a strong commitment to cybersecurity by adhering to all relevant policies and procedures, undertaking cybersecurity training, being vigilant to cybersecurity risks, and to the protection of SYC's sensitive information and data assets.
- 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.

- With consideration to your skills, knowledge, training, and experience, undertake other duties that may reasonably be expected of you from time to time, relevant to your role and/or development aspirations.

### 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

#### ➤ QUALIFICATIONS / REQUIREMENTS / SPECIAL CONDITIONS

##### Essential

- Must be willing to complete relevant employment screening and to maintain requisite clearances or checks as required.
- Tertiary qualification in Disability or Community Services or willing to actively work towards a certification.
- Prepared to work from, or be located at, any SYC site.

##### Desirable

- Possession of a current valid Driver's Licence and willingness to drive.

### KEY SELECTION CRITERIA

#### ➤ EXPERIENCE, SKILLS, AND ATTRIBUTES

##### Essential

- Work effectively as a member of an inclusive team to deliver quality services and collaboratively achieve 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.
- High level of honesty, integrity, and confidentiality.
- Computer literacy including the use of Office365.
- 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

- Lived experience with disability or demonstrated experience working and/or supporting people with disability.
- 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 confidently and effectively cold canvass employers and reverse market participants.
- Ability to identify and analyse new business opportunities and key stakeholders.



## Job Description

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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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