

Wyndham Community and Education Centre Inc

Job Description

Employment Support Case Manager Job Description

General Information

Incumbent:	New position
Classification:	Social, Community, Home Care and Disability Services Industry Award. (SCHCADS) Schedule B – Social and Community Services Employees, Level 3.1
Reports to:	Employment Coordinator
Hours:	38 hours per week
Core hours:	Monday – Friday 9am-5:06 pm
Duration:	Ongoing subject to funding

Position objective

The Employment Support Case Manager aims to place eligible participants into full-award wage employment and to support and assist them in maintaining sustainable employment.

Performance will be assessed on achieving targets and KPIs as agreed with Wyndham CEC's Employment Coordinator.

The Employment Support Case Manager will work closely with Wyndham CEC's Employment Coordinator, Projects Manager and team members to regularly review the performance of programs.

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Duties & responsibilities

1 Program delivery

- 1.1 Work within the program contract of service delivery and applicable funding arrangements and offer appropriate levels of client service
- 1.2 Maintain job placement by establishing a relationship with the employer and making regular contact to assess the workers progress and offering support if the worker is not successful in the job
- 1.3 Achieve individual employment placements outcomes relevant to funding requirements
- 1.4 Compliance with the reporting requirements and funding contract guidelines for service delivery
- 1.5 Organise candidate participation in employer led pre-employment training

2 Client support

- 2.1 Assess the work-readiness and appropriateness of jobseekers wishing to enter employment and provide further training or work experience where required
- 2.2 Refer jobseekers to support services to provide non vocational support when/if required
- 2.3 Assist clients with job readiness skills and strategies for job seeking, applications, interviews and employment retention
- 2.4 Ability to assist clients with communication skills strategies to gain and retain employment
- 2.5 Canvass jobseekers to employers and market to appropriate vacancies and support retention in the workplace to exceed six months

3 Marketing and promotion

- 3.1 Actively identify and generate new leads to build the program's market share across the program's region

4 Organisational planning

- 4.1 Communicate problems impacting on the performance of the service site to the Employment Coordinator in an effective and timely manner
- 4.2 Participation in staff meetings and the planning and review of the program and other Wyndham CEC services when required

5 Relationships

- 5.1 Maintain co-operative working relationships with members of the program team and other staff at Wyndham CEC
- 5.2 Establish new and strengthen established links with employers, job seekers and service providers to ensure all-round support for the client and to meet project targets
- 5.3 Build effective relationships with job seekers and employers to ensure the service responds to their individual needs

6 Reporting

- 6.1 Maintain employer and client records aligned with organisational privacy policies
- 6.2 Record service performance information, including a target/actual caseload spreadsheet, and ensure data bases are updated
- 6.3 Maintain transport and purchase order financial records

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7 Risk and Compliance

- 7.1 Compliance with the reporting requirements and funding contract guidelines for service delivery
- 7.2 Ensure compliance with Wyndham CEC Policies and Procedures.
- 7.3 Provide services free from any sexual harassment and any unlawful discrimination that contravenes the:
 - Commonwealth Racial Discrimination Act 1975
 - Commonwealth Sex Discrimination Act 1984
 - Disability Discrimination Act 1992
- 7.4 Provide services in compliance with relevant sections of the:
 - Privacy Act 1988
 - Crimes Act 1914
 - Freedom of Information Act 1982

8 Other requirements

- 8.1 Take on other duties consistent with the position as directed by the Employment Coordinator-

Qualifications

- Relevant qualification in Employment / Education Counselling, Welfare, Community Services, Sociology and/or three years' experience with employment programs
- Current Working with Children Check and National Police Check.
- Current Driver's Licence

Important notes

Maintain confidentiality of clients, staff & office operations and support staff & students with any identified needs.

Promote the objectives of the Wyndham Community and Education Centre Inc. as stated in its Rules of Association and Vision & Mission statements.

All staff should have a basic understanding of Occupational Health and Safety requirements and must ensure that their work practices reflect this.

Victoria introduced compulsory minimum standards that apply to Wyndham CEC from 1/1/2016 to help protect children from all forms of abuse. The child safe standards form part of the Victorian Government's response to the Betrayal of Trust Inquiry. Wyndham CEC has a commitment to child safety and zero tolerance of child abuse.

Selection Criteria

1. Technical/Professional Skills and Knowledge

- Ability to keep well informed of current developments and trends within the Victorian labour market
- Computer literate in Microsoft office products

2. Understanding Diversity

- Ability to provide motivation and support to clients with multiple barriers

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- Ability to recognise peoples strengths, aspirations, and abilities, which helps to develop the client's employment potential
- Ability to link into support services for clients with multiple barriers
- Sensitivity to the cultural diversity of the region and its implications for the delivery of appropriate programs

3. Focused on Outcomes

- Ability to achieve and exceed monthly targets and goals
- Knowledge of different job search techniques to achieve outcomes/goals and assist others to achieve outcomes/goals
- Demonstrated ability to be creative in adopting ways to deal with different labour market demands

4. Developing and Managing Relationships

- Experience developing and maintaining partnerships and productive working relationships with all stakeholders to achieve outcomes

5. Communication

- Maintain / create working relationships with stakeholders

6. Motivation and Support

- Ability to assist clients who require additional support towards employment goals
- Ability to maintain regular contact with clients and employers via phone, online or face-to-face to assess the client's progress and support job retention

7. Self-management

- Ability to continually building knowledge and expertise through professional development opportunities

8. Initiative and Problem Solving

- Capacity to show initiative, work independently and respond to changing work circumstances.