Position Title: Employer Liaison Officer
Division: Education, Employment & Training
Reports to: Specialist Employment Services Unit Manager
Award Classification: LMAI Award
Supervises: Nil
Time Fraction: Full Time
Hours: 38hrs per week
Locations: 6 Hartington Street, Glenroy

ORGANISATION CONTEXT

Youth Projects Ltd is a community based agency managed by an independent expert board. The organisation was established in 1984 to provide a range of support services for young people and families of the northwest suburbs and the central business district (CBD) of Melbourne.

The organisation provides health, outreach, community and employment, education and training services to individuals experiencing disadvantage, unemployment, homelessness and alcohol and other drug issues.

Our mission is to promote inclusion, build resilience and create opportunities for young people through quality and coordinated health, employment, education and training services that overcome disadvantage through local, community-based services that connect, empower and support change and wellbeing; and through personalised, non judgemental approaches that are innovative and responsive to the needs of young people.

The operation and management of Youth Projects is overseen by a Board of Directors, comprising of professionals from the various sectors with significant depth and breadth of experience. The Board is ultimately responsible for all aspects of governance and strategic direction and devolves authority to the Chief Executive Officer.
POSITION DESCRIPTION

POSITION CONTEXT:
- The Education, Employment and Training division of Youth Projects has been established to ensure policy and program development, operational synergies between current and future programs and response, human resource development and quality management is undertaken to the highest possible level.
- Job Services Australia is a federally funded service delivered within the Education, Employment and Training division of Youth Projects. Youth Projects is sub contracted by Job Futures to deliver employment services to youth at risk within the Calder employment service area of Melbourne. The service is designed to be responsive to local labour market needs offering tailored vocational and non vocational solutions to job seekers and employers to achieve sustainable employment outcomes.

POSITION OBJECTIVE:
- Making and maintaining contact and building relationships with employers and businesses in order to actively create long term sustainable employment opportunities for jobseekers by researching, generating and following up incoming leads from a variety of sources including sales calls, web, exhibitions, advertising and marketing campaigns.
- Liaise with employers for provider brokered and assisted employment placements, providing mentoring and tailored solutions to support employers and job seekers, maximising placement sustainability to achieve outcome targets.
- Support the Specialist Employment Services Unit Manager by actively participating in the planning, monitoring and evaluation of service delivery to achieve high performance and quality outcomes.

KEY RESPONSIBILITIES:

<table>
<thead>
<tr>
<th>Key Result Area</th>
<th>Key Accountabilities</th>
<th>Measures</th>
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</thead>
</table>
| Community and Interagency Relations | • Utilise community networks and linkages, actively participate and engage in activities that contribute to achievement of goals and objectives.  
• Develop strong and collaborative working relationships with employers and job seekers to achieve sustainable placements.  
• Maintain thorough knowledge of labour market trends and issues facing employers and job seekers.  
• Researching, developing and maintaining a list of local and regional employers and businesses for Youth Projects’ provision  
• Liaise with colleagues to profile a list of jobseekers to reverse market to employers. | • Achievement of targets.  
• Demonstrated strategies for the effective development of working relationships and ongoing collaboration with employers and job seekers.  
• Demonstrated understanding of labour market knowledge and trends, supporting employers and job seekers to achieve sustainable placements. |
**POSITION DESCRIPTION**

<table>
<thead>
<tr>
<th>Professional Standards / Development</th>
<th>Communication</th>
<th>Leadership and Teamwork</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Supporting events such as those at job fairs, recruitment events, exhibitions and other marketing and promotional events as and when required.</td>
<td>- Commitment to social justice and social inclusion, enacting the organisation’s mission, visions and values, whilst operating within the organisation’s code of conduct.</td>
<td>- Contribute to outcome based solutions and ideas to achieve goals and objectives defined in operational plans.</td>
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<tr>
<td>- Act professionally, modelling the organisation’s values and code of conduct.</td>
<td>- Manage time and utilise strategies to effectively achieve established goals and objectives.</td>
<td>- Provide backup leadership and coordination support to the team where required.</td>
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<tr>
<td>- Advocate and negotiate between employers and job seekers to achieve sustainable placements.</td>
<td>- Effective and proactive problem solving, implementing actions to address adverse events and issues identified and/or experienced by unit staff and/or service users.</td>
<td>- Active participation and contribution to achievement of operational plans.</td>
</tr>
<tr>
<td>- Maintain clear and concise documentation and records to support liaison with employers and job seekers to achieve sustainable placements and claims for expenditure.</td>
<td>- Operate diligently accepting responsibility within the scope of the role.</td>
<td>- Effective leadership demonstrated.</td>
</tr>
<tr>
<td>- Provide clear, concise and meaningful information, inspiring trust and confidence in others.</td>
<td>- Act professionally, modelling the organisation’s values and code of conduct.</td>
<td>- Demonstration of a positive staff culture,</td>
</tr>
<tr>
<td>- Write clear and concise reports, documents and presentations that meet target audience requirements.</td>
<td>- Achieve key requirements and work priorities, whilst remaining responsive to service delivery needs.</td>
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<tr>
<td>- Actively participate and contribute to team and organisational meetings.</td>
<td>- Demonstrate a tailored and solutions based approach for the achievement of targets.</td>
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<tr>
<td></td>
<td></td>
<td>- High level of interpersonal, advocacy and negotiation skills demonstrated through the development of relationships with employers, job seekers and the team to achieve targets.</td>
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<td></td>
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<td>- Accurate documentation retained demonstrating service delivery and expenditure claims.</td>
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<td>- Timely preparation of clear and concise information and reports meeting target audience.</td>
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<td>- Planning and facilitation of structured and quality meetings.</td>
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</tbody>
</table>
### POSITION DESCRIPTION

- Motivate and effectively work with the team, imparting knowledge and experience to achieve desired outcomes.
- Be respectful of differences in opinions and work towards the achievement of an agreed desired outcome.

### Resources, Assets and Sustainability

- Contribute information and advice for submissions/tenders to relevant funding applications.
- Research and monitor sector issues, informing decisions, recommendations and advice to management.
- Assist with budget planning, management and review, managing financial risks in consultation with management.
- Offer researched and considered financial solutions to employers and job seekers to achieve sustainable placements, in accordance with contractual requirements.
- Assist with operational sustainability through analysis of the service delivery and implementation of researched and planned strategies to meet budgetary and service delivery requirements in consultation with unit manager.
- Approve expenditure in accordance with organisational policies and contractual requirements.

- Active involvement in funding opportunities and relevant organisational activities.
- Active involvement with budget planning and development.
- Tailored and solutions based financial assistance negotiated/offered to employers and job seekers to assist in the achievement of targets in accordance with contractual requirements.
- Act in accordance with organisational policies and service delivery requirements for the approval of expenditure.

### Service Delivery

- Effective service planning, incorporating reflective and evidence based practice, in accordance with operational plans, service models and contractual obligations.
- Monitoring and evaluating the effectiveness of our activities, including co-ordinating participant employers and businesses, gathering service feedback data in close liaison with the Specialist Employment Services Unit Manager.
- Facilitation of service leadership focusing on team and service objective outcomes.
- Build knowledge of issues faced by employers and job seekers in the achievement of sustainable placements, providing high quality.

- High quality and responsive service delivery, reflective of best practice models, delivered in accordance with operational plans and service delivery requirements.
- Achievement of targets through a reflective and evidence based approach.
- Satisfactory internal audit results demonstrating quality service delivery documentation.
## POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>Health</th>
<th>Outreach</th>
<th>Community</th>
<th>Employment</th>
<th>Education</th>
<th>Training</th>
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<tbody>
<tr>
<td>Promoting Inclusion. Building Resilience. Creating Opportunities</td>
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- Demonstrate cultural sensitivity, respecting confidentiality and dignity, adjusting personal style to respond to differences.
- Develop skills and maintain knowledge in the use of third party applications to perform role ensuring knowledge is imparted to staff.

### Program Management and Policy Development

- Remain informed of organisational and service delivery policies and procedures applying to the scope of the role.
- Contribute to the development and implementation of operational plans.
- Maintain an understanding of the service delivery model and contractual requirements, fulfilling responsibilities in the achievement of targets.
- Engage and manage specified staff and specialist contractors as required to achieve service objectives and targets.
- Follow effective compliant handling and critical incident procedures

### Change and Responsiveness

- Remain informed of organisational and service delivery policies and procedures applying to the scope of the role.
- Maintain up to date labour market information including attending employer networking functions and participation in promotional activities.
- Be conversant with political, economic, social issues and future challenges faced by Job Seekers and/or employers.
- Contribute to the development and implementation of operational plans.
- Establish ways to address skill gaps and assist others to address

- Demonstrate an understanding of issues faced by employers and job seekers, effectively building rapport, through high quality and responsive services.
- Maintain knowledge in the use of applications to effectively perform role, ensuring staff competency in the use of applications.

- Operate in accordance with organisational and service delivery policies and procedures.
- Active participation and contribution in the development, implementation and achievement of operational plans.
- High level knowledge of the service delivery model and contractual requirements demonstrated through the achievement of quality outcomes.
- Open and responsive to constructive feedback aimed at improving service delivery.
**POSITION DESCRIPTION**

<table>
<thead>
<tr>
<th>Identified Gaps</th>
<th>Efficient and Effective Leadership</th>
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<tbody>
<tr>
<td>Identified gaps by imparting relevant knowledge, experience and identifying professional development opportunities.</td>
<td>Efficient and effective leadership demonstrating a team culture of high quality service delivery, aimed at continually improving individual and team performance to achieve service objectives and targets.</td>
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<tr>
<td>- Instil and enhance a team culture which promotes sharing skills, knowledge and experience, incorporating multi-skilling and opportunities for shared learning.</td>
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<td>- Maintain an understanding of the service delivery model and contractual requirements, fulfilling responsibilities in the achievement of targets.</td>
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<td>- Actively utilise feedback to constructively reflect and improve performance.</td>
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**Governance and Compliance**

| Actively contribute to the development and achievement of operational plans. | Satisfactory internal audit results demonstrating understanding of service delivery model and contractual requirements. |
| Operate within the organisation’s quality management system framework, ensuring achievement of quality outcomes. | Commitment to quality improvement in service delivery. |
| Actively contribute to the identification of quality improvement in service delivery. | Active participation in the identification and control of operational and OH&S risks. |
| Monitor and advise on operational and OH&S risks associated with all aspects of the service in consultation with management, recommending and implementing appropriate solutions/changes to mitigate risks. | |
| Maintain knowledge of legislative and contractual requirements, ensuring compliance within service delivery. | |

**Other Duties**

| Undertake other duties in line with the organisation’s mission, vision and strategic direction as requested by the Specialist Employment Services Unit Manager, or Chief Executive Officer. | Measures determined as additional duties requested. |

**KEY SELECTION CRITERIA**

1. Experience in a similar role within Employment Services.
2. Experience working within a compliance framework and high performance, target based work environment.
3. Strong focus on leadership.
4. Current knowledge of local labour market, employment trends and the issues facing employers and job seekers.
5. Highly developed marketing skills with a diverse range of stakeholders to enable long term sustainable job opportunities to be identified.
6. Ability to effectively liaise with employers and job seekers to achieve sustainable employment placements.
7. Excellent communication skills including negotiation, advocacy, conflict resolution, assessment and the ability to quickly create rapport.
8. Demonstrated, planning, organisational and time management skills including the ability to be response and prioritise workload.
9. High level administrative and computer skills including the demonstrated ability to maintain clear and concise documentation.
10. Achieve (as a minimum) Practitioner level of the NESA Professional Service Framework.

Other Information
- A probationary period applies to new employees
- An annual Police Records Check is required
- A Current Victorian Drivers Licence is required
- Salary packaging is available

Application Details
Applicants are requested to submit a full letter of application, including information which address the selection criteria in addition to a current curriculum vitae. Applications should be submitted by email or post.

Contact Details
All enquiries to Wendy Caspar, Specialist Employment Services Unit Manager

Address Details:
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GLENROY 3046

Telephone: 03 9304 9100
Facsimile: 03 9304 9111

resume@youthprojects.org.au