



metro assist

POSITION DESCRIPTION

Position Title	Employment & Skill Development Coordinator
Employment Status	Full Time Fixed Term until 30 June 2022
SCHCADS Award	SCHCADS Award Level 4
Reporting to	Manager Settlement and Employment Programs
Directly Supervising	Nil
Work Area	Canterbury-Bankstown and Inner West
Office location	Campsie and Bankstown; possible other locations in Sydney South West
Date Prepared	June 2021
Employment Conditions	Position is subject to a Working With Children Check and National Police Check

Position Summary

Metro Assist is sub-contracted by Settlement Services International (SSI) in delivering the Settlement Engagement and Transition Support (SETS) program, Refugee Employment Support Program (RESP) in addition to our own PowerMe Program. These programs are designed to support clients through pre-employment activities, engaging in training and securing employment.

This Employment and Skill Development Coordinator position will be working in all the above mentioned programs and deliver case work, projects and activities. They are responsible for undertaking assessment and casework with the client, identifying barriers to employment, and actively working with the client and with services providers to address these employment barriers. The Coordinator is also be responsible for developing the capacity of clients by organising employment related activities and training courses, and working with employers to ultimately place clients into jobs or reach their employment goals. The role is required to strictly follow processes and achieve KPIs of all programs.

The Employment and Skill Development Coordinator will work closely with the Manager - Settlement and Employment Programs and the rest of the team as well as staff members across all our service programs.

Externally the Employment and Skill Development Coordinator will work with SSI - the contract lead of SETS and RESP on a regular basis for liaison, client registration, responding to queries and requests

KEY RESPONSIBILITY AREAS

CORE RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)	WEIGHTING
Vision, Mission and Values	<ul style="list-style-type: none"> Working knowledge of Metro Assist’s vision, mission values; client requirements and the community context. General knowledge of administrative functions within the organisation, services and referral and partner agencies. 	<ul style="list-style-type: none"> Understands and articulates significance of Centre’s Vision, Mission and Values; and follow organisational values in day to day work. Understands and articulates the significance of the employment programs we provide Make effective contact across Metro Assist sites for program information and collection and dissemination. Feedback from client surveys and stakeholders is positive. 	Not applicable
Practices / Safety / Standards	<ul style="list-style-type: none"> Adheres to and can articulate Metro Assist policies and procedures, service delivery standards, staff conduct, code of conduct and all relevant government legislation (eg WH&S) and relevant standards. 	<ul style="list-style-type: none"> Is conversant with Metro Assist’s policies and procedures, codes of conduct and relevant legislation and safe work practices and applies the policies effectively in own practice. Feedback from clients and stakeholders. 	
Leadership/Teamwork	<ul style="list-style-type: none"> Able to work with minimal supervision and escalates issues as appropriate. Works collaboratively across the SETS and Employment Team, other Metro Assist staff and with SSI colleagues. Provides guidance to volunteers/students on work placements where appropriate. 	<ul style="list-style-type: none"> Adheres to services timeframes and makes timely responses to team issues. Feedback from partners, peers and Manager – Settlement and Employment Services Manager. Demonstrates initiative and participates in team problem-solving. 	

		<ul style="list-style-type: none"> • Attendance and contribution to team meetings and other regular meetings of relevance. • Demonstrate to other team members a high level of motivation and sustained discipline to provide a high level care and support for clients • Works collaboratively with colleagues across the organisation to raise awareness of the programs. 	
Continuous Improvement	<ul style="list-style-type: none"> • Suggests changes to improve quality in own work area and makes agreed changes. • Participates and contributes to the development of innovative approaches to client service delivery. • Identifies problems in relation to client service delivery and able to identify the consequences in relation to service delivery, and seek appropriate assistance. 	<ul style="list-style-type: none"> • Participates in providing solutions to problems associated with specific areas of responsibility. • Contributes to discussions around client service practices and trends. • Attends training and workshops and keeps work knowledge up to date. • Feedback from staff and stakeholders. 	
Interpersonal Skills and Communication	<ul style="list-style-type: none"> • Deals regularly and promptly with correspondence, email and telecommunication enquiries from partners; clients; suppliers or external organisations. • Able to address performance issues • Able to resolve conflict. • Uses positive engaging techniques while dealing with partners, clients and staff. • Deals with emerging crises and seeks more experienced support where necessary. 	<ul style="list-style-type: none"> • Communicates effectively and in a timely manner with clients, stakeholders, and respects confidentiality. • Is aware of organisational protocols relating to partnership communication and conflict resolution and follow when required. • Is able to show empathy and use assertive and listening skills while dealing with clients and staff. 	

	<ul style="list-style-type: none"> • Has effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner. 	<ul style="list-style-type: none"> • Maintains a respectful and professional approach towards positive relationship with stakeholders, staff and clients. • Feedback from partners, internal and external stakeholders. 	
Experiences/Qualifications/Professional Development	<ul style="list-style-type: none"> • 3 year degree or equivalent knowledge - combined with typically one year experience. <p>or</p> <ul style="list-style-type: none"> • Certificate IV or above in relevant studies, or equivalent knowledge and experience at level of skilled team member. Is capable across the full range of competencies required at this level of work. 	<ul style="list-style-type: none"> • Provides certified proof of qualifications/ and or experience. • Participates in professional development opportunities in line with Metro Assist policies and procedures; and program guidelines. 	
FUNCTIONAL RESPONSIBILITIES			WEIGHTING
Client Services	<ul style="list-style-type: none"> • Understands the principles of person-centred service delivery and the principles underlying all employment programs • Recruit eligible clients into RESP • Assess and identify client's personal, family, training and employment barriers and needs. • Supports clients in a pathway to achieve vocational and career goals. • Provide continuous support and mentoring to clients. 	<ul style="list-style-type: none"> • Able to deliver services and meet all performance KPIs • Identify opportunities to promote the programs and encourage eligible clients to register. • Develops effective employment pathway plans based on the goals and needs of the client. Able to provide referrals to other services as appropriate 	

	<ul style="list-style-type: none"> Track client progress regularly and motivates clients toward their goals. 		
Activity Planning & Coordination	<ul style="list-style-type: none"> Work with internal team members and a range of external partners to plan and coordinate employment support activities and training courses. 	<ul style="list-style-type: none"> Identifies, sources and refers clients to appropriate activities aimed at developing the capacity of clients and increasing their readiness to enter or re-enter the workforce. Effectively plans and coordinates intake information sessions, work readiness workshops, mentoring programs and long and short various vocational training courses as required. Works cooperatively with partners hosting activities and maintains sound working relationships. Presents a positive image of the organisation in all activities and engagement with stakeholders. 	
Stakeholder and Employer Relationship	<ul style="list-style-type: none"> Actively seeks, maintains, develops and strengthens relationship with stakeholder, business and potential employers Has a sound knowledge of the labour market, skills shortage areas and employer needs Has a sound knowledge of the training and employer sector and players in the sector 	<ul style="list-style-type: none"> Positive relationships with government agencies, RTOs, local chamber of commerce, industry bodies and individual business and companies Programs or projects are developed in partnership with the above-mentioned stakeholders Clients are placed and supported into roles with employers partner 	

Data Management & Reporting	<ul style="list-style-type: none"> • Has a thorough working knowledge of CiviCRM/CDS system and any other database the Centre or Program implements. • Has a thorough understanding of the need for record keeping and filing systems. • Report to Manager - Settlement and Employment Services day-to-day and through regular supervision sessions • Completion of other program specific reporting requirements 	<ul style="list-style-type: none"> • Maintains accurate client data in reporting templates/systems in accordance with program guidelines. • Tracks client progress and document progress in required reporting templates/systems. • Provides data to Manager Settlement and Employment Manager and SSI as required. • Contributes information and data for reports to the Metro Assist Board. 	
Compliance	<ul style="list-style-type: none"> • Complies with Metro Assist information security policy, standards, plan and procedures relevant to program area. • Ensures the security and protection of information assets under the custody. 	<ul style="list-style-type: none"> • Feedback from staff, funding body and other stakeholders. • Attendance to security awareness training and prompt follow up on ISM improvement instructions. • Reports and responds to any suspected or actual security breaches. 	
Administration	<ul style="list-style-type: none"> • Prepare payment requisitions related to the program. • Other administration tasks that the program may require. 	<ul style="list-style-type: none"> • Accurate and timely completion of program administrative requirements. 	

Special Projects/Tasks As and when required by [CEO/Manager/Team Leader]	<ul style="list-style-type: none"> As and when required by the supervisor/Manager work on specific project/event related to the core functions. 	Satisfactory completion of tasks/role within defined Scope, specification, time frames and budget.	
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Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and Metro Assist Limited’s policies and procedures. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside the policy framework or matters which may potentially escalate to the detriment of Metro Assist Limited should be reported to your immediate supervisor.

Endorsed by: CEO June 2021

Employee Acknowledgement

I acknowledge the following:

- I have read and discussed this position description with my manager; and
- I understand the position objectives, key tasks, responsibilities and performance standards.

Employee Name: _____

Employee Signature: _____

Date: _____