



metro assist

POSITION DESCRIPTION

Position Title	Employment Support Facilitator
Employment Status	Part Time Fixed Term (21 hours p/wk) from April to August 2020 with possibility of extension on casual basis
SCHCADS Award	SCHCADS Award Level 4
Reporting to	Manager Employment Services
Directly Supervising	Nil
Work Area	Canterbury-Bankstown and Inner West
Office location	Campsie and Bankstown; possibly Condell Park and other sites as required
Date Prepared	January 2020
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 ParentsNext 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 Support Facilitator position will be working in the ParentsNext predominantly and may be supporting other programs. 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 Facilitator may also be responsible for developing the capacity of clients by organising employment related activities and training courses, and ultimately placing clients into jobs or reach their identified goals prior to re-entering the workforce. The role is required to strictly follow processes and achieve KPIs for the ParentsNext program.

The Employment Support Facilitator will work closely with the Employment Services Manager and the rest of the employment team within Metro Assist as well as staff members across all our service programs, including the Settlement Services Team, Family Team, Tenancy and Financial Inclusion Team.

Externally the Employment Support Facilitator will work with SSI - the contract lead of ParentsNext 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 ParentsNext, RESP and other employment programs. 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 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 Employment Services Manager. Demonstrates initiative and participates in team problem-solving. Attendance and contribution to team meetings and other regular meetings of relevance. 	

		<ul style="list-style-type: none"> • Demonstrate to other team members a high level of motivation and sustained discipline to provide a high level care and support for clients • Has a good understanding of Metro Assist's other employment initiatives and contribute positively in those initiatives. • 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. • Identifies opportunities for improvement and suggests amendments to documentation/processes. • 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"> • Identifies and recommends changes to procedures, protocols and work systems. • 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. • Actively participates in Employment Services/Settlement Services Team meetings as appropriate. • 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 resolve conflict with assistance. • Uses positive engaging techniques while dealing with partners, clients and staff. 	<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. 	

	<ul style="list-style-type: none"> • Deals with emerging crises and seeks more experienced support where necessary. • Has effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner. 	<ul style="list-style-type: none"> • Is able to show empathy and use assertive and listening skills while dealing with clients and staff. • 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"> • Minimum of vocational qualification in relevant studies; or equivalent knowledge and experience. 	<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"> • Recruit eligible clients into RESP • Assess and identify client's personal, family, training and employment barriers and needs. • Supports clients to identify personal and vocational goals. • Provide continuous support and mentoring to clients. • Identify and addresses barriers to employment. • Monitors client progress regularly and motivates clients toward their goals. • Understands the principles of person-centred service delivery and the principles underlying all employment programs. 	<ul style="list-style-type: none"> • Able to deliver services and meet all performance KPIs of both ParentsNext and potentially other employment support programs • 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. 	

Activity Planning & Coordination	<ul style="list-style-type: none"> • Work with Employment Services team and a range of 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. 	
Data Management & Reporting	<ul style="list-style-type: none"> • Report to Manager 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 Employment Manager and SSI as required. • Contributes information and data for reports to the Metro Assist Board. 	
Administration	<ul style="list-style-type: none"> • Prepare payment requisitions related to the 	<ul style="list-style-type: none"> • Accurate and timely completion of program administrative requirements. 	

	<p>program.</p> <ul style="list-style-type: none"> • Other administration tasks that the program may require. 		
<p><u>Special Projects/Tasks</u> As and when required by [CEO/Manager/Team Leader]</p>			

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 30 January 2020

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: _____
