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| **POSITION DESCRIPTION TITLE** |
| School Liaison Officer |

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| **ROLE PURPOSE** |
| To liaise with schools, students, families, employers, RTO’s, apprenticeship centres, partner organisations and support networks to promote and support the school-based traineeship program. |

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| **LOCATION AND REPORTS** |
| Nil direct reports, based at South Brisbane |

**GCESS** is a community based not-for-profit employment service that assists people with disabilities/barriers to gain and retain award-based employment in open community based work environments.

**GCESS** has been a leading service provider in employment services on the Gold Coast region for 25 years. GCESS commenced in 1992 when consumers of Trinity Training Centre were transitioned to community based employment. Trinity Training Centre was offering accommodation support, independent living training and community access however clients really wished to have the opportunity to work in their own community.

Funding was sought from the Federal Government to support the organisation and this was granted in June 1992. In July of the same year **GCESS** became an Incorporated Association. GCESS offered employment support to 18 Participants and was staffed by two full time and two part time employees. **GCESS** has grown dramatically since the early days and how has nineteen full time staff assisting over 250 Participants.

This unprecedented level of growth eventuated from recognition by Participants, the Department of Department of Education, Employment and Workplace Relations/Dept of Social Services that **GCESS** is a leading provider of employment support in the community.

Through this growth, **GCESS** continues to engage in continuous improvement in its delivery of services to clients with a disability. **GCESS** is committed to being a leader in the field whilst flexible enough to adapt to the continual changes in the employment market.

***Our Vision Statement***

* To be recognised by stakeholders and the wider community as the pre-eminent provider of quality employment support services to the people in the Gold Coast region
* To respond in a timely and meaningful fashion to the wider needs of individuals that are socially disadvantaged
* Achieve responsible and sustainable growth that will facilitate the future stability of GCESS and ensure continued access to a high quality support service for jobseekers with a disability in the Gold Coast region
* GCESS will always meet the needs of its Participants with a flexible, relevant service that contributes to their development

**Uniqueness and Differentiation**

* GCESS is characterised by many factors that sets the organisation apart from both its peers and competitors
* An inherent recognition of the rights of people with a disability to live a life that encompasses the same opportunities as those without a disability
* A belief that GCESS has the knowledge, skills and abilities to be a leading provider of employment support services
* Recognition by our Funding Body, peers and the wider community that GCESS is a quality provider of employment and support services to Participants
* Talented, skilled, competent and committed staff from a diverse range of backgrounds
* A commitment by the Board of Management, management and staff to demonstrate empathy and good will of the service to provide tangible outcomes for Participants and
* A vision for the future based upon sustainable growth, best practice and continuous improvement

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| **POSITION PURPOSE** |

The role of the School Liaison Officer is to provide information to prospective students and facilitate their enrolment in to the school-based traineeship program or open employment. The School Liaison Officer also acts to support students in the program, communicating with key stakeholders as appropriate.

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| **POSITION PROFILE** |

1. Build and maintain positive relationships with key stakeholders, including students, schools, RTO’s, apprenticeship centres, employers and partner organisations.

2. Assess the suitability and eligibility of potential trainees and initiate their registration in to traineeship program.

3. Provide support to trainees, liaising with their support network as necessary to ensure the needs of students and stakeholders are met.

4. Promote the value of the school-based traineeship program to key stakeholders.

5. Participate in key compliance and quality systems processes, maintain monthly reporting and key performance indicators for high performance outcomes.

6. Understand and work within key legislative requirements for compliance and performance outcomes.

7. Maintain administrative systems, records, files and other key processes.

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| **KEY RESULT AREAS** |

1. Participant Support

 2. Compliance, quality systems and performance

 3. Administration

 4. Professional Development

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| **KEY RESPONSIBILITIES** |
| The School Liaison Officer role requires high-level performance in the following key result areas |
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| **Key Result Area:** | **Key Duties:** |
| **1. Participant Support****(KPI x)** | 1. Promote and support the school-based traineeship program. 2. Liaise with a number of key stakeholders including schools, students, host employers, RTO’s, apprenticeship centres, partner organisations and support services.3. Regularly network with stakeholders to ensure relationships are maintained.4. Conduct presentations for students and schools.5. Confirm eligibility and suitability of prospective trainees.6. Conduct initial DES registration of students.7. Identify suitable host employers.8. Supervise training/placement staff (including training/support strategies and associated administration tasks).9. Attend relevant community meetings and expos to promote services and provide information to the community.10. Attend traineeship signups as the GCESS representative.11. Manage and report trainees’ practical work hours and theory to ensure successful traineeship completion.12. Facilitate students’ post-traineeship transition to employment.13. Facilitate the timely reporting of information (e.g. trainees’ work hours) to stakeholders.13. Respond to unexpected changes or circumstances as required.14. Address complaints and grievances, following the GCESS process for escalation as necessary. |
| **2. Compliance, quality systems and performance****(KPI x)** | 1. Conduct satisfaction surveys (participant and employer).2. Ensure relevant contractual obligations are fulfilled.3. Comply with all internal policies, procedures and safe work instructions.4. Comply with the relevant procedures of stakeholders as required. |
| **3. Administrative****(KPI x)** | 1. Maintain Participants files ensuring all compliance measures are met2. Understand audit processes and ensure Participants  files, all computer files and systems are maintained to a high  standard3. Ensure data and file storage systems are compliant, documented  evidence of all processes are incorporated into the filing and  auditing process, claim information is supported and verified |
| **4. Professional Development****(KPI x)** | 1. Engage and participate in professional supervision2. Engage and participate in the annual appraisal process3. Identify and engage in relevant training to further enhance skill base4. Provide support and guidance for new staff and share knowledge and skills as required |

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| **KEY PERFORMANCE INDICATORS** |
| These Key Performance Indicators have been mapped to the Key Result Areas within the role |

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| **KPI** | **Key Performance Indicator****1. Participant Support** | **KRA 1** |
| 1 | Annual Participant satisfaction is maintained  | KRA 1 |
| 2 | Contact is maintained with all Participants as per funding requirements | KRA 1 |
| 3 | Identification of suitable Educational Placements to enable skill development. | KRA 1 |
| 4 | 13,26 & 52 quality outcome measures are achieved for Participants | KRA 1 |
| 5 | Employer satisfaction and relationships are maintained resulting in repeat placements. | KRA 1 |
| **KPI** | **Key Performance Indicator****2. Compliance, quality systems and performance** | **KRA 2** |
| 6 | Maintain all compliance processes and report in the annual appraisal process | KRA 2 |
| 7 | Present Participant cases in the supervision process  | KRA 2 |
| 8 | Ensure compliance with all Participant servicing in line with the Deed, DSS and GCESS Policy & Procedures | KRA 2 |
| 9 | Knowledge of relevant legislation and regulations | KRA 2 |

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| **KPI** | **Key Performance Indicator****3. Administration** | **KRA 3** |
| 10 | Participant files and all relevant information is maintained across all clients to ensure swift verification to DSS and seamless servicing by GCESS | KRA 3 |
| 11 | Participant files (hardcopy & electronic) meet compliance requirements and pass audit testing (inclusive of Job Plans, Program Summaries etc.). | KRA 3 |
| 12 | Maintenance of administrative processes i.e. complete vehicle logbook, work timesheets, accurate management of work hours, servicing of vehicles,  | KRA 3 |

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| **KPI** | **Key Performance Indicator****4. Professional Development** | **KRA 4** |
| 13 | Participation in professional supervision | KRA 4 |
| 14 | Participation and goal setting in the annual appraisal process | KRA 4 |
| 15 | Positive and active member of the team | KRA 4 |

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| **CONDITIONS OF EMPLOYMENT** |
| The following Conditions of Employment are required for the role of Training & Placement Officer |
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Personal and Verbal, numerical and abstract reasoning skills, positive mindset with

Professional being positively active in the team group. Good communication skills.

Characteristics:

Experience: Experience in delivering face to face training to clients with disabilities

Qualifications: **Desirable**

Formal qualifications in a relevant field

 **Desirable**

One year’s experience the community or human services field.

Knowledge: Disability Services Act 2006

 Disability Services Standards

Workplace Health & Safety Act 1995 (State)

 Anti Discrimination Act 1991 (State)

 Relevant State based Regulations

 Professional Code of Conduct

Salary: GCESS Collective Agreement 2007/Labour Market Assistance Award 2010

Hours of Work: Full time

Probation: This position holds a 6-month probation period and ongoing periodic performance evaluation through the Annual Appraisal and Professional Development process.

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| **SELECTION CRITERIA** |
| School Liaison Officer - GCESS |

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| **#** | **Detail** |
| 1 | Proven performance in the workplace including: a positive mindset, attributes and behaviours that model a positive outlooks, high level of interpersonal skills, professionalism, self motivation and being a positive team member including a capacity to resolve challenges and make sound decisions in challenging situations. |
| 2 | Proven ability in written and verbal communication skills and proven experience in communicating effectively and positively with other team members, Participants, employers and other key stakeholders. |
| 3 | Demonstrated experience relevant to the role and sector. Commitment to work within GCESS’s Professional Code of Conduct and Vision Statement. |
| 4 | Experience in working with clients with a disability. Ability to work collaboratively with employers for long term tenure, and providing pre and post placement support to Participants. Able to work within and meet compliance and auditing processes. |

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| **Candidate Agreement:**I agree to abide by the details of this Position Description in the Training and Placement Officer role. |
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| Candidate Name | Candidate Signature | Date |