



Position Description

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| Position Title | Training and Placement Officer – GRD2 |
| Employment Status | Permanent |
| Award | Labour Market Assistant Industry Award 2020 |
| Hours per week | 38 |
| About GCESS | <p>GCESS is a community based not for profit employment service that assists people with permanent disability to gain and retain award-based employment in open community-based work environments.</p> <p>GCESS is a part of the Inclusive Employment Australia Network and is funded by the Department of Social Services.</p> <p>GCESS has been a leading service provider in employment services on the Gold Coast for the past 25 years and in 2018, expanded into South Brisbane. GCESS began in 1992 and offered employment support to 18 participants and was staffed by two full time and two part time employees. Today, GCESS now offers support to over 350 participants and expanding.</p> |
| About the position | The Training and Placement Officer – GRD2 position is to provide assessment and direct support services to participants during the pre and post placement process. This role effectively and efficiently secures positions; provide post placement support and long-term tenure for participants. |
| Key Result Areas | <ol style="list-style-type: none"> 1. Participant Support 2. Administration, Compliance, quality systems 3. Professionalism |
| Key Responsibilities | The Training and Placement Officer – GRD2 requires high level performance in the following key areas |
| Participant Support | <ol style="list-style-type: none"> 1. Locate and secure vacant positions on an ongoing basis, ensuring a minimum of 22 placements per 12-month period. 2. Undertake pre, post placement and ongoing support to ensure long term employment tenure for participants to 12-, 26- & 52-week outcomes 3. Undertake ongoing support to participants 4. Develop and maintain marketing strategies to secure a range of positions for participants 5. Build and maintain positive relationships with key employers and prospects 6. Effective use of strategies to meet any identified barriers |

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| Administration, Compliance, quality systems | 7. Maintain participant files ensuring all compliance measures are met 8. Ensure data and file storage systems are compliant and documented evidence of all processes are incorporated 9. Conduct satisfaction surveys (participants, employers and stakeholders) 10. Address complaints and grievances, following the GCESS process for escalation as necessary 11. Advanced computer skills 12. Ability to use ESS and BuddyNote |
| Professionalism | 13. Keep up to date on Guideline changes, Provider Portal news, Learning Centre modules and any other changes 14. Engage and participate in any training and professional development 15. Engage and participant in the annual appraisal process 16. Provide support and development for new staff |

Key Performance Indicators - Key Performance Indicators (KPIs) have been mapped to Key Result Areas (KRAs)

| KPI | Key Performance Indicators | KRA |
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| 1 | Annual Participant satisfaction is maintained | 1 |
| 2 | A monthly minimum of 2 - 4-week outcomes 2 - Progress Fees 2 - 12 Week Outcome Fees 1 - 26 Week Outcome Fee 1 – 52 Week Outcome Fee | 1 |
| 3 | Identification of suitable educational placements to enable skill development/Progress Fees | 1 |
| 4 | Contact is maintained with all participants as per the IEA Grant Agreement | 1 |
| 5 | Employer satisfaction and relationships are maintained resulting in repeat placements | 1 |
| 6 | High level time management to ensure effective caseload management | 1 |

| KPI | Key Performance Indicators | KRA |
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| 7 | Participant files and all relevant information is maintained to ensure compliance with the IEA Grant Agreement, IEA Guidelines and GCESS Policy & Procedures | 2 |
| 8 | Servicing requirements are recorded in the Employment Servicing System (ESS) as per the IES Grant Agreement | 2 |
| 9 | Proficient in the use of computer and workplace applications inclusive of all cybersecurity and privacy requirements | 2 |
| 10 | Knowledge of relevant legislation and regulations | 2 |
| 11 | Strong written and verbal communication | 2 |

| KPI | Key Performance Indicators | KRA |
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| 12 | Strong interpersonal skills and ability to build and maintain professional and appropriate working relationships | 3 |
| 13 | Enthusiastic and willing to undertake duties within the role | 3 |
| 14 | Respectful to co-workers and management | 3 |
| 15 | Dependable, punctual, and reliable in attendance | 3 |
| 16 | Personal presentation is clean, neat, and appropriate for the work environment | 3 |
| 17 | Maintain a neat and orderly workstation, work environment and vehicle | 3 |
| 18 | Present participant cases in the supervision process | 3 |
| 19 | Participant and goal setting in the appraisal process | 3 |

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| Conditions of Employment | The following Conditions of Employment are required for the role of Training and Placement Officer – GRD2 |
| Experience | Minimum 12 months experience in the Disability Employment Service Industry, Other Employment Services Industries or Community Sector. |
| Qualifications | Essential: One year's experience in the employment, community or human services field. Formal qualifications in employment services or a relevant field as related to the business of GCESS or a willingness to complete Cert 1V qualification. |
| Knowledge | Disability Services Act 2011 Disability Services Standards Workplace Health & Safety Act 2011 (State) Anti Discrimination Act 1991 (State) Relevant State based Regulations Professional Code of Conduct |
| Probation | This position holds a 6-month probation period and ongoing periodic performance evaluation through the Annual Appraisal and Professional Development process. |

| Selection Criteria | |
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| 1 | Proven performance in the workplace including: a positive mindset, attributes and behaviours that model a positive outlook, 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. |

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| 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 | Formal qualifications relevant to the role. Demonstrated experience relevant to the role and sector. Commitment to work within GCESS's Professional Code of Conduct and Vision Statement. |
| 4 | Proven experience in working with participants with disability. Ability to work collaboratively with employers for long term tenure, experience in marketing and providing pre and post placement support to participants. Able to work within and meet compliance and auditing processes. |

Candidate Declaration

I agree to abide by the details of this Position Description for the Training and Placement Officer – GRD2 role.

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| Name | Signature | Date |