

Duty Statement – Employment Consultant

Employment Service

NOVA Employment Employment Consultants Duty Statement April 2008

The following Pages:

- Employment Consultant's Role
- Employment Consultant's Responsibilities &
- Specific Tasks

Constitute the duty statement, including role and responsibilities, for the position of Employment Consultant – NOVA Employment & Training Program Inc.

“At NOVA, our professional staff’s mission is to help people with a disability find and keep satisfying jobs of their choice”

Please note that for each duty statement a level of skill, application, understanding and initiative is assumed. In the case of Employment Consultants, incumbents are expected to operate with professionalism and dedication and, while care has been taken to ensure duty statements reflect operating practise, it is a condition of employment that staff will fulfil any duty consistent with their role.

1. The Employment Consultant's Role

As a member of the NOVA team an Employment Consultant's role is to carry out company policy. Employment Consultants have clear lines of responsibility and report to an Outlet Manager.

The parameters for employment are set by the Chief Executive Officer and can be found either in this duty statement or in NOVA's Staff Induction Training (SIT) Manual.

The principal role of an Employment Consultants is to assist people who have a disability find and maintain work of their choice in the general community.

2. The Employment Consultant's Responsibilities

It is an Employment Consultant's responsibility to maintain the following relationships in a positive and harmonious manner

Relationship with Chief Executive Officer

- Employment Consultants report directly to an Outlet Manager. However, in their absence or in matters of concern relating to an Outlet or Senior Manager, Employment Consultants should directly approach the Chief Executive Officer.

Relationship with Senior Managers (currently Contract Support Manager, Training and Development Manager, Placement and Retention Manager)

- In the absence of their Outlet Manager, Employment Consultants will immediately notify a Senior Manager on matters they believe have the ability to impact upon the organisation
- All Employment Consultants have the right to access a Senior Manager and may approach them at any time on matters of concern

Relationship with Outlet Managers

- It is the responsibility of an Employment Consultant to ensure that their Outlet Manager or Senior Management is informed of any matter within their knowledge that has the potential to impact upon the aims and objectives of the organisation.
- Employment Consultants report directly to their Outlet Manager and support them to effectively carry out their mission and objectives

Relationship with other Employment Consultants

- Employment Consultants should work co-operatively to develop and improve the operations of the employment service

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- It is an Employment Consultant's responsibility to provide support and assistance to other Employment Consultant's working within their office.
- It is each Employment Consultant's responsibility to carry out organisational policy and procedures.
- It is each Employment Consultant's responsibility to carry out the obligations of their duty statement and self correct variance.
- Each Employment Consultant is to ensure that they effectively utilise program resources in a manner that is consistent with the philosophy and mission of the organisation.

Relationship with Administration

- Employment Consultants ensure that they meet their duty statement obligations to provide the organisation's Administration with appropriate information and paperwork.

Relationship with Training Department

- Each Employment Consultant will ensure that they meet duty statement obligations to provide the organisations Training Department with appropriate information and paperwork.

Relationship with Transition to Work

The Transition to Work program is an essential component of NOVA's Service Delivery.

- Employment Consultants are to ensure NOVA Transition students receive priority service
- Employment Consultants will support NOVA's Transition to Work program through the aggressive pursuit of potential transition to work participants
- In the unexpected absence of Job Coaches, Employment Consultants will support NOVA's Transition to Work programs with staff time wherever possible.

Relationship with other NOVA sponsored programs

- Employment Consultants are responsible for ensuring that they personally work cooperatively with other NOVA initiatives and programs to promote the growth of the organisation and the internal harmony of the program.
- Support and cooperation will not be withheld unless to do so would result in a significant disruption of core employment service activity.

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3. Specific Tasks

Employment Consultant

A. Administration

1. Complete personal paperwork daily (i.e. Timesheets and internal reports, etc) Ensure paperwork is submitted to Outlet Manager before 10:00 am Monday each week for the previous week.
2. Complete own travel claim forms daily. On the first day of each month, provide travel reimbursement claim summary form for previous month to Outlet Manager. Approved travel reimbursement claim forms will be authorised by your Outlet Manager and forwarded to Administration.
3. Attend staff training as required.
4. Using Staff Induction Training Manual (SIT Manual) ensure client files and reporting is up to date and remains up to date.
5. Ensure DEEWR funding paperwork is completed and submitted within accepted timings
6. Prepare Employment Assistance Plans (EAPs) for all case loaded clients within two weeks of case loading, and review and document progress every six months. Redevelop (EAPs) where review identifies need.
7. Complete Activity or Workers Reports following job seeking sessions for all your case loaded clients (each client must have at least one report per month).
8. Submit Placement Forms to Outlet Manager within 24 hours of a client starting work.
9. Submit Wage Subsidy Forms to Outlet Manager within 24 hours of a client starting work.
10. Submit Termination Forms to Outlet Manager within 24 hours of a client concluding their employment.
11. Attend Staff meetings as required by Outlet Manager.
12. Ensure any computerised records are updated and maintained as determined appropriate by Management.
13. Under the guidance of the Training and Development Manager, participate in the preparation of funding proposals as required.

B. Service Delivery

1. As directed by Outlet Manager assess client eligibility for the program including the referral of clients to more suitable services where necessary or required.
2. As directed by Outlet Manager, liaise with industry, training and community organisations to promote suitable employment opportunities.
3. Assist clients in the preparation of resumes/job applications.
4. Conduct pre-employment training to reinforce the concepts of open employment. This may include providing training on the rights and responsibilities of employees and employers, work ethic, hygiene, personal presentation and budgeting.
5. Assist case loaded clients to meet employer expectations of job applicants by providing advice, training or examples of suitable dress, speech and conduct.
6. Prepare clients for interviews and attend (where necessary providing transport for clients).
7. Regularly conduct job seeking sessions with all case loaded clients until a result is achieved.
8. Where necessary assist clients develop suitable work ethic.

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9. Provide on the job training and support, in accordance with NOVA's Support Policy and Procedures, to clients placed in employment.
10. Liaise with client, employer, advocate and any other necessary party e.g. CRS, Centrelink to promote long-term employment.
11. Project a positive image with regards to attire (Informal Business), personal presentation and in both written and verbal communications, at all times.
12. Place specified number of clients* in employment to achieve at least the yearly credit target** as determined by the Chief Executive Officer, and maintain these individuals in employment for at least six continuous months, each year.

**For the purpose of this duty statement a client is a person with an Intellectual Disability requiring post placement support in a full time award or pro rata award wage position (and for the Campbelltown office, a client may be a person who is deaf or hearing impaired).*

***Present Annual Target = 40 Credits – Current target placements are as follows:
Level 2 client = 4 credits, Level 3 client = 6 credits, Level 4 client = 7 credits*

C. New Staff

1. When asked to participate act as a Mentor for new workers

D. Workplace Culture

1. During work hours, comply with the organisation's "Staff Code of Behaviour"
2. During work hours comply with the organisation's policies and procedures
3. During the course of performing all duties, behave in a manner that is consistent with the aims and objects of NOVA Employment
4. Comply with Disability Service Standard Four – Privacy, Dignity and Confidentiality
5. NOVA operates a minimum dress code of "Informal Business" realising that the image individual staff project reflects upon our clients and other staff.

"Each consumer's right to privacy, dignity and confidentiality in all aspects of his or her life is recognised and respected."

*** All "specific task" points marked with an asterix are the subject of written reports and their satisfactory completion forms part of the evaluation of the effectiveness of the Employment Consultant.**

Signed:..... Date:

Incumbent

Signed:..... Date:

Outlet Manager