

Position Description



Position Title	Employment Consultant
Department	Employment Services
Position Level	Level 2
Position Location	As Advertised
Reports to	Site Manager or Team Leader
Supervisor of	Nil

Working within IDEAL Placements

IDEAL Placements is proud to be part of the are-able Group. Together, we are committed to creating inclusive employment opportunities that help people achieve their goals.

As part of a trusted, community-focused organisation, we deliver a wide range of services that empower individuals, strengthen communities, and promote independence.

Through this partnership, we are able to offer high-quality, personalised services across multiple regions, while building a workplace culture that values diversity, collaboration, and continuous improvement.

Our Mission

IDEAL Placements will provide quality services that improve the lives and increase quality of life and participation in an inclusive society.

Our Vision

Externally: To be the preferred service provider

Internally: To maintain accuracy and efficiency in the provision of service delivery

Our Values

We aim to encourage independence in our participants and to give them self-confidence and accept responsibility for their decisions.

We understand that independence requires a holistic approach and so we view each person individually. Independence requires integration of physical, emotional, social and environmental aspects of life. We value knowledge and appreciate its role in assisting people to participate in decisions they make.

Purpose

To assist unemployed jobseekers, with varied degrees of disadvantage, in gaining and maintaining employment opportunities and to market jobseekers to employers in a way that will result in maximum employment outcomes, reflecting the individual needs of both the client and are-able mission.

Critical Relationships

External

Provide support, mentoring and encouragement to job seekers to achieve the required outcomes. Work with employers to deliver solutions while creating opportunities for job seekers. Promote are-able within the community to enhance opportunities for job seekers.

Internal

Provide key deliverables outlined in key accountabilities and primary position objective to Group Services Manager, Site Manager & Team Leader. Participate and provide support as required to team members within the Employment division.

Key Result Areas**1 General Duties**

- Deliver employment services to a range of jobseekers, including those that are deemed to be work-ready and those that have significant barriers to employment.
- Deliver employment services that fully meet the requirements of the Employment Services Deed, including assessment, planning, skills development, job placement and post-placement support.
- This position is performance-based, with clearly defined Key-Performance Indicators (KPIs) that are measured and reviewed quarterly. Candidates must understand that their contribution directly impacts the overall performance and success of the program. Meeting and exceeding these KPIs is essential for both individual and program success.
- Establish relationships with employers and market services to enhance employment opportunities for clients, utilising face-to-face contact where appropriate.
- Accurately maintain client files and reporting systems.
- Adhere to all codes of conduct, service guarantees and service standards, including the National Standards for Disability Services, that underpin operations.
- Maintain high levels of written and verbal communication both internal and external to the organisation.
- Adhere to all Quality Management Systems.
- Attend and actively participate in staff meetings and functions.
- Assist in delivering targets as set by the Team Leader and/or Site Manager.
- Undertake any training required, including internal modules, to develop an understanding and capacity to relate to people from a diverse range of social and cultural backgrounds, while demonstrating respect, discretion and initiative.

2 Comply with IDEAL Placements WHS Standards and Practices

- Take reasonable care of the health and safety of self and others while performing your responsibilities.
- Cooperate with Management in their efforts to comply with Work Health and Safety legislation.
- Cooperate with any external third party to IDEAL Placements in their efforts to comply with Work Health and Safety legislation.

3	Comply with IDEAL Placements values, policies and standards, all statutory requirements, and guidelines. • Comply with all relevant Standards including ISO9001, National Standards for Disability Services and Human Services Quality Standards as required, • Adheres to company policies and procedures and the code of conduct, • Where appropriate keep up to date with legislative and industry standards, • Contribute to the ongoing improvement of workplace processes and practices, • Acts in an ethical manner in dealing with company assets, intellectual property and other people whether internal or external
6	Other workplace responsibilities • Attend all team and organisational staff meetings as required. • Undertake promotional activities. • Contribute and implement strategic and operational planning activities. • Undertake any other lawful direction as given by Manager or General Manager.

Job Specification	
Technical Skills/Qualifications/Licenses	• Qualifications in Youth Work, Employment Services and / or Community Services desirable. • Current Open Driver's License • Ability to obtain and retain Working with Children Check (Blue Card) and Disability Workers Screening (Yellow Card)
Industry Experience	• Demonstrated experience in employment services, sales and marketing, recruitment, job matching, and placement would be an advantage.
Personal Qualities	• Demonstrated ability in consultation, negotiation, and problem-solving skills. • Self-motivated and results driven with experience in working to set targets/KPI(s) and the ability to focus on outcomes. • Professional personal presentation with the ability to represent and promote the corporate values of IDEAL Placements. • Ability to work to deadlines and under pressure. • Team Player with a dedication to quality and a sense of personal responsibility. • Ability to organise and prioritise workload. • Committed to personal learning and development.
Technology Skills	• Computer literate with MS/PC Skills essential. • Employment service programs an advantage but not essential. • Experience with various databases. • Accurate and effective computer and record keeping skills.

Language Skills	• Excellent verbal and written comprehension
Communication Skills	• Must have strong administrative, reporting, and stakeholder engagement skills. • Excellent telephone manners with friendly welcoming approach • Interpersonal skills • Teamwork • Ability to solve problems with others

Acknowledgement		
I acknowledge the responsibilities, tasks and key performance indicators required of this position and confirm I have the necessary capabilities to perform duties of this position. I also acknowledge the requirement for my continued employment with IDEAL Placements to obtain and retain a valid driver's license, a current Blue Card, and Yellow Card.		
Employee's Signature:		Date: / /
Supervisor's Signature:		Date: / /