

Position title	Customised Employment Coach
Position reports to	Employment Programs Coordinator
Location	1-11 Toovey Street, Caboolture Qld 4510
Status	Full time – 2-year fixed term contract.
Classification	SCHADS Level 3.1

Better Together

Better Together is a person-centred community organisation designed to develop a more inclusive Moreton Bay Region and contribute to the overall strength and wellbeing of the community by promoting meaningful and valuable roles and relationships for people with intellectual disabilities and mental health issues.

Better Together is a registered service provider under the National Disability Insurance Scheme and also receives annual contract funding from the Department of Employment and Small Business to support long term unemployed individuals into employment.

The organisation has a wide range of well-established strategies, partnerships and affiliations which are managed by a voluntary management committee and a small but growing team of dedicated team members passionate and committed to representing the people who use the service and their family members and advocates.

Role purpose

Better Together has received a 2 year funding agreement with the department of Social Services to develop an employment program that will implement the Customised Employment Framework. You will support disadvantaged job seekers into the open employment market working closely to negotiate employment positions between job seeker and employer. This position under the guidance of the Employment Pathways Coordinator, this role will help research, create, and develop employment pathways for people.

This supporting role is responsible for:

- Facilitating the service delivery of the Customised Employment model to an assigned caseload of job seekers.
- Developing and sustaining collaborative partnerships with employers and other key stakeholders relevant to employment initiatives.
- Planning and implementing relevant supports and projects for job seekers and employers once job placement has been secured.

You will encompass a range of responsibilities including service delivery in Customised employment model, to a caseload of job seekers, developing sustaining partnerships with employers other key stakeholders.

Working collaboratively with internal and external stakeholders is critical. You will establish relationships with local employers and use creativity and problem-solving skills to identify and broker employment opportunities for participants.

An Employment coach at this level works under general guidance, managing time, planning, and organising work requirements to meet the outcomes required for the program, service user needs, goals, and outcomes within allocated shifts.

Key Result Areas (KRAs)

KRA 1: Discovery Phase

- Support each job seeker to understand their ideal job conditions, learning style, interests, preferences, skills, and support needs with relation to employment or setting up their own business.
- Observe job seeker performing familiar and unfamiliar routines and activities in a variety of settings. documenting with notes and pictures, information about their interests, performance, successful supporting strategies, and interactions with others.
- Interview engaged supportive stakeholders to gain additional insight into what works best for the job seeker
- Collate, integrate, and revise the information gathered to produce a personal profile with job seekers, including identified workplace contributions, skills, and vocations interests.

KRA 2: Job Search Planning

- Present and review the personal profile to jobseekers and obtain their feedback.
- Develop a plan for employment activities with job seekers, including a list of vocational interest areas, potential employers, and task lists.
- Develop a strength-based resume or portfolio that represents job seekers' skills and abilities for potential employer engagement.
- Market Research services or products that could be viable options within the skill set of the job seeker.

KRA 3: Job Negotiation

- Set up and conduct informational interviews with potential employers, to learn about their businesses, work culture, operations, current and future opportunities, and challenges facing each business.
- Using information gathered, determine the business needs of employers visited.
- Identify any social networks and develop social capital, strategically leveraging any relationships that matches job seekers' interests and strengths.
- Micro business job seekers – finalise business offerings and set up business structure and necessary channels for promotion
- Contact and conduct customised job development meetings with employers and job seekers to negotiate a customised job description, job supports and terms of employment, (e.g. hour of work, pay etc.).
- Explore and establish formal (e.g. NDIS) and informal support plans (e.g. within the business or job seekers' circle of supports) to ensure employees have adequate on-going support to continue meaningful employment

KRA 4: Post Placement Support

- Support problem-solving processes by coaching the employer and employee, while respecting the business culture, and organisational policies and procedures.
- Maintain close contact with both employer and employee during job training or placement to resolve issues, evaluate performance, work behaviours and production,
- Renegotiate, when required, with the employers regarding the employees work development ie: new tasks, career advancements, wage increases etc
- Create micro board or ongoing support system to assist job seeker to sustain their business with less dependency on paid supports. Setting up marketing, promotion, networking, etc

KRA 5 Other responsibilities

- Responsible for ensuring accurate written data entry, data collection, timely billing, reporting, and record keeping, within timeframe required.
- Undertake all workplace health and safety assessments and associated administration
- Meet KPI's identified within the program plan
- Actively participate in team meeting, and in regular supervision and training
- Any other duties as required.

Key Selection Criteria	
Specialist knowledge	<p>Essential:</p> <ul style="list-style-type: none"> • Competency using computers and Microsoft programs. • Ability to quickly understand and use computer-based data collection programs (with appropriate training). • Full drivers' licence and vehicle. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience in working with people with disability or have lived experience. • Knowledge of the current disability and employment service systems and the National Disability Insurance Scheme (NDIS). • Knowledge of recruitment processes, self-employment, micro enterprise, resource acquisition strategies or business acumen. • Knowledge of systematic instruction and support strategies that can assist a jobseeker with disability to be successful in employment opportunities
Skills	<ul style="list-style-type: none"> • Interviewing skills: Is able to design and conduct formal conversations to obtain specific insights or pieces of information. • Negotiation skills: Is able to work with two or more parties to achieve agreement. • Priority and time management skills: Is able to undertake a number of different tasks simultaneously, ensuring the most important tasks are completed in line with agreed expectations about timeliness, quality and resource use. • Observational Skills: The ability to carefully watch and analyse a job seeker's tasks, behaviors, and interactions in various settings. This includes noticing details about their strengths, preferences, and support needs, as well as understanding patterns in their performance • Verbal skills: Is able to use spoken language to convey and obtain information, insights and ideas. • Work planning skills: Is able to define and sequence work tasks to deliver on agreed outcomes and in line with agreed timeframes, resources and ways of working. • Analysis Skills in determining how a system, business, or job should work to identify operational improvements as potential negotiating points for customised position.
Personal qualities	<ul style="list-style-type: none"> • Accountability: Works to clear objectives in a transparent manner; accepts responsibility for decisions and actions; seeks to achieve best use of resources; submits to appropriate scrutiny. • Confidence: Trusts in own abilities, knowledge, and judgement. • Adaptability: Accepts new and different situations as a matter of course. • Creativity: Comes up with new or different ways of thinking, working or solving problems. • Initiative: Takes action without being asked or directed to do so. • Positivity: Believes that anyone can find and keep a job – zero exclusion.
Mindset	<ul style="list-style-type: none"> • Big picture focus: Considers current situations, challenges, or ideas in the widest possible context. • Brokerage mindset: Looks to create connections between people or endeavours. • Client focus: Considers activities, decisions and outcomes from the perspective of the client, customer or end-user. • Collaborative mindset: Approaches activities, decisions and outcomes from the perspective of working with others. • Positive attitude: Believes that things can turn out well. • Results orientation: Uses the ultimate purpose of any given endeavour to provide the basis for decision-making and motivation.

Certifications / Licences

Mandatory:

- Blue Card
- Yellow Card or NDIS workers screening check
- Drivers Licence
- Road worthy vehicle
- Comprehensive Insurance

NDIS commission Training:

- Worker orientation Module

Desirable:

- Cert III or IV Individual Support or Employment Services
- First Aid Certificate

Important information

Probationary Period is 6 months this is a 2 year fixed term contract in line with a grant. Further employment may be available post grant, depending on success of program.

All appointments to positions with our Better Together team are subject to:

- Police and reference checks
- The employee having use of a reliable registered motor vehicle, comprehensively insured for work related duties
- The employee maintaining a current Driver Licence
- Must satisfy all visa requirements for working in Australia.

WHS – Better Together is committed to providing and maintaining a working environment which is safe and without risk to the health of its team members and customers.

Diversity – Better Together embraces diversity amongst its team.

The environment – Better Together is committed to minimising its environmental impact.

Addressing Selection Criteria

Please provide a cover letter addressing the following areas:

- Disability engagement - or working with vulnerable community members to develop skills or deliver outcomes
- Employer/stakeholder engagement and negotiation
- Organisational skills
- Creative solutions