

Regional Support Officer

Department	Operations
Reports to	Regional Manager
Award Classification	Labour Market Assistance Industry Award 2010

Position Objective

To provide short term Employment Consultant back filling support across all programs and regions.

Our Core Purpose

Creating EQUALITY through employment

Our Core Values

We are PASSIONATE

- We are enthusiastic and motivated
- We are fully engaged
- We expect the best of ourselves, for our participants

We are FAIR

- We respect each other, our participants and employers
- We deliver on our promises

We CHALLENGE the status quo

- We give and receive constructive feedback
- We are courageous – to try, to trust, to tell
We go the extra mile to achieve the right outcome
We continuously improve

Our Brand Promise

Right FIT



Regional Support Officer

Position Outcomes

- Provide short term Employment Consultant support to pre-determined caseload, including:
 - Complete an Initial Appointment with clients, providing them with a positive entry into the service.
 - Ensure clients are given a clear expectation that they will achieve an outcome during their period of service.
 - Provide clients with job seeking skills and tools to obtain employment.
 - Move job seekers into employment by providing marketing support and job search assistance.
 - Ensure clients achieve longevity in their job once placed by supporting them to maintain employment.
 - Maintain contract compliance

Critical Behavioural Competencies

Motivating Others	Creates an environment in which people want to do their best. Empowers others. Can assess each person's strengths and maximise these.
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers. Establishes and maintains effective relationships with customers and gains their respect and trust.
Negotiating	Can negotiate skilfully with both internal and external groups. Gains trust quickly of other parties to the negotiations. Has a good sense of timing.
Managing Diversity	Supports equal and fair treatment and opportunity for all. Deals effectively with all races, nationalities, cultures, disabilities, ages and sexes.
Flexibility/adaptability	Adjusts quickly to changing priorities and conditions. Copes effectively with complexity and change.
Enthusiasm	Exhibits passion and excitement over work, has a can do attitude.

Team Member Name _____

Team Member Signature _____

Date _____



