

## Client Attraction Officer

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<b>Department</b>	Operations
<b>Reports to</b>	Client Attraction Manager
<b>Award Classification</b>	Labour Market Assistance Industry Award 2010, Training and Placement Officer, Grade 2

### Position Objective

To source and facilitate the effective and efficient transition of eligible jobseekers into TPG programs.

### 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 care about each other, our participants and employers

We deliver on our promises

We give and receive constructive feedback

#### **We CHALLENGE the status quo**

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

Client Attraction Officer

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### Position Outcomes

- Enact ESA specific marketing plans to create a flow of eligible jobseekers to TPG programs.
- Build enduring partnerships service providers and clients to ensure they are correctly referred into TPG programs to maintain caseload numbers.
- Support the identification of alternate jobseeker referral pathways and work to position TPG as the preferred provider, eg. Schools programs,
- Identify and deliver TPG information services onsite at key referral sources enabling early intervention and dual servicing arrangements to be enacted.
- Maintain strong relationships with Centrelink employees including delivering ongoing in servicing to all staff.
- Demonstrate a contribution to overall achievement of site requirements
- Adhere to TPG values, policies and procedures

### Critical Behavioural Competencies

<b>Organisation and planning</b>	Plans, organises and schedules in an efficient, productive manner. Focuses on key priorities.
<b>Teamwork</b>	Reaches out to peers and cooperates with supervisors to establish an overall collaborative working relationship.
<b>Relationship building</b>	Applies interpersonal and communication skills to develop meaningful, professional relationships.
<b>Communication</b>	Speaks and writes clearly and articulately without being overly verbose or talkative. Maintains the standard in all forms of written communication, including email.
<b>Creativity and innovation</b>	Generates new and innovative approaches to problems.

Team Member Name \_\_\_\_\_

Team Member Signature \_\_\_\_\_

Date \_\_\_\_\_