

# Employment Consultant

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

## Position Objective

Support and develop clients to obtain and maintain suitable, sustainable employment opportunities

## Our Core Purpose

Creating EQUALITY through employment

## Our Core Values

We are PASSIONATE

- We are enthusiastic and motivated

We are FAIR

- We are fully engaged
- We expect the best of ourselves, for our participants
- We care about each other, our participants and employers

We CHALLENGE the status quo

- We deliver on our promises
- 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



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## Position Outcomes

- 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.

## Critical Behavioural Competencies

<b>Motivating Others</b>	Creates an environment in which people want to do their best. Empowers others. Can assess each person's strengths and maximise these.
<b>Customer Focus</b>	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.
<b>Negotiating</b>	Can negotiate skilfully with both internal and external groups. Gains trust quickly of other parties to the negotiations. Has a good sense of timing.
<b>Managing Diversity</b>	Supports equal and fair treatment and opportunity for all. Deals effectively with all races, nationalities, cultures, disabilities, ages and sexes.

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

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

Date \_\_\_\_\_

