

Workplace Support Consultant

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

Position Objective

Support clients and employers to maintain employment by providing individualised support to aid workplace development of skills and knowledge.

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 care about each other, our participants and employers
 - 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

We are FAIR

We CHALLENGE the status quo

Our Brand Promise

Right FIT

Workplace Support Consultant

Position Outcomes

- Ensure clients are given required support and training to maintain their employment where required.
- Achieve required retention rates
- Ensure employers are supported in employing a person with a disability
- Ensure clients are able to integrate into the workplace using workplace modifications or reasonable adjustments
- Provide disability awareness training and educate employers or co-workers on client abilities.
- Assist clients to move towards independence through set up of ongoing supports.
- Monitor all PPS at the site to ensure it is high quality, and that claims can be taken at the appropriate point.

Critical Behavioural Competencies

Organisation and Planning	Plans, organises and schedules in an efficient, productive manner. Focuses on key priorities.
Approachability	Builds rapport well. Is warm, pleasant and easy to talk to. Is sensitive to and patient with the interpersonal anxieties of others
Motivating others	Creates an environment in which people want to do their best. Empowers others. Can assess each person's strengths and maximise these.
Creativity and Innovation	Generates new and innovative approaches to problems.
Communication	Speaks and writes clearly and articulately without being overly verbose or talkative. Maintains the standard in all forms of written communication, including email.

Team Member Name _____

Team Member Signature _____

Date _____