

POSITION DESCRIPTION FORM
Communicare Inc.
Employment & Training Services
Specialised Case Manager



SECTION 1: POSITION DETAILS

Service:	Employment & Training Services
Position Title:	Specialised Case Manager
Classification:	CETSS Award

Location:	Across Metropolitan Area
Base Salary:	Negotiable
Reporting Responsibility:	Site Manager

SECTION 2: REPORTING RELATIONSHIP

Communicare's Board of Management
Chief Executive Officer
General Manager
Executive Manager Employment & Training Services
Site Manager
Specialised Case Manager



Positions under direct supervision of the Specialised Case Manager:

❖ None

SECTION 3: POSITION OBJECTIVES

- Provide case management and support services to job seekers and employers through Communicare's Employment Services Program.
- To work with employers and find secure and sustainable employment for our jobseekers.

SECTION 4: KEY PERFORMANCE AREAS

1. Ability to work within Communicare's Mission and Value Statements – ensures that all work performed is constantly aligned with Communicare's values.
2. Ensure that job seekers secure appropriate and sustainable employment in the shortest possible time.
3. Develop a strong portfolio knowledge of industry as well as comprehensive links to vocational and non vocational supports for job seekers.
4. Ensure that set performance targets are met and/or exceeded – at both individual and site level.
5. Ensure that all contractual obligations and requirements are fulfilled – work accordingly to Communicare's policies and procedures/processes.
6. Implement strategies to identify the best way to attract vacancies and then meet business and industry needs, and ensure that the right job seeker is referred for each position, including offers of follow up assistance and support.
7. Implement strategies to identify and address jobseeker's barriers to employment, and to assist job seekers to address these and secure sustainable employment.
8. Ensure that all Employment Services activities are delivered in a culturally sensitive and empathetic manner, and that all are provided in the spirit of Communicare and the DEEWR Code of Practice and Service Guarantee.

SECTION 5: KEY RESPONSIBILITIES/STATEMENT OF DUTIES

This position subject to these principles;

- **Intake assessment.**
- **Pathway Planning Process which focuses on Job Seekers' preference and aspiration.**
- **Pathway monitoring review and re-assessment.**

Employment Services Delivery

- Provide information and appropriate assessment for stream service job seekers.
- Identify strengths, skills, barriers, provide targeted solutions and address needs with the view to expanding and developing opportunities to job seekers.
- Track and detail progress of job seeker career through individualised regular assessments and support.
- Work with Career Profiler to update, expand and address vocational and non vocational opportunities through the provision and use of assessment tools (Link Up, ESP, those provided or recommended by industries).
- Provide combination of service options to facilitate a sustained pathway to employment for the job seekers.
- Under take regular and appropriate review of activities and update Employment Pathway Plan.
- Monitor job search progress and negotiate activities including referral and placements.
- Provide targeted support to address barriers.
- Consult and respond to industry trends through referral of job seekers to appropriate/relevant training, work experience and work for the dole activities.
- Identify and address and promote positive skills in job seekers view to early sustainable placements.
- Provide appropriate case management to stream 2 to 4 job seekers by accessing support, training and addressing personal/career barriers either individually or group processes.
- Develop relationships with external agencies which enhance the support available to job seekers. (CaLD, Indigenous, disability recipients, and others).
- Liaise with PPS to ensure appropriate tracking and progress of employment is sustainable and documentation supports outcome claims.
- Maintain and access relevant documentations EPF drawdowns.
- Recommend, monitor and evaluate initiatives to increase job seekers participation in the workforce through regular feedback and performance review.

<ul style="list-style-type: none"> - Assist in establishment of community linkages, partnership and practical collaborations through participation in site meetings, Centrelink relationships, and general feedback.
<p>Administration</p> <ul style="list-style-type: none"> - Comply with contractual obligations in relation to administer of task which include maintenance of DEEWR, IT system, Job Max and any manual data requirements of the organisation. - Maintain appropriate and relevant case management notes with acknowledgement of privacy and confidentiality requirements. - Comply with all data entry requirements as directed by CMT.
<p>Compliance</p> <ul style="list-style-type: none"> - Be aware and familiar with DEEWR contractual obligations through daily review of the ECSN website. - Review and update understanding of changes to contract to ensure compliance with interpretation and application. - Comply with and effectively operate in accordance with DEEWR (and other funding body) policies, procedures, guidelines and contractual obligations (i.e. JSA). - Assist with the verification of all claim criteria, including details relevant to the lodgement of claims and requirements as determined by DEEWR.
<p>Marketing</p> <ul style="list-style-type: none"> - Actively market Communicare's Employment Services to business and industry in order to secure vacancy opportunities. - Maintain close and collaborative network links with government and non-government agencies (e.g. Centrelink). - Contribute to the discussion and implementation of site and organisation marketing strategies.
<p>Site Responsibilities</p> <ul style="list-style-type: none"> - Contribute to site and organisation performance relevant to DEEWR identified KPIs (these can be related to the Speed, Quality & Compliance of the job seeker placement). - When required, offer assistance to other site members and support them in reaching their performance targets – actively participate in achieving site targets. - Undertake the responsibilities of a particular “area of interest” within your site. Areas of interest may include – disability, sole parents (child care), CaLD customers, youth etc. These responsibilities will include the maintenance of professional contacts, the gathering of relevant information, and the distribution of that information to internal networks through training, meetings and written notices. - Contribute to team and Communicare ethos through commitment to service quality to “lead the way in excellence”
<p>Personal Development & Training</p> <ul style="list-style-type: none"> - Ensure skills and competencies are maintained to deliver high quality support to job seekers. - Participate in staff performance reviews and development programs. - Update and expand knowledge through internal training sessions (e.g. DEEWR online training – Learning Centre). - Attend external training delegated and identified to ensure continuous improvement in service provision.
<p>Other</p> <ul style="list-style-type: none"> - Other duties as directed by Site Manager and/or Executive Manager Employment & Training Services.

SECTION 6: PRINCIPAL CONTACTS

Within Communicare	External Contacts
<ul style="list-style-type: none">- Chief Executive Officer- General Manager- Executive Manager Employment & Training Services- Site Managers- Community Initiatives Managers- Career Profiler- Specialised Case Manager (Stream 4)- Career Trainer- Business Development Officer- PPS Officer- Reception staff- All Communicare staff	<ul style="list-style-type: none">- Centrelink- Jobseekers- Local businesses/industry contacts (including Employers)- Community Support Agencies- DEEWR

SECTION 7: POSITION REQUIREMENTS

<p>Essential</p> <ol style="list-style-type: none">1. Appropriate qualifications (e.g. Bachelors or Cert III in Employment Services) or extensive experience in a relevant field.2. Experience in Case Management and ability to apply Case Management principles to practice.3. Wide knowledge of Employment industry relevant to JSA stream services including training and work experience.4. Ability to work within a compliance framework.5. Ability to network, partner and maintain work relationships with external agents.6. Excellent written and verbal communication skills (negotiation, sales, marketing skills) and demonstrated interpersonal skills.7. The ability to work autonomously (be self motivated and demonstrate initiative) and be performance driven.8. High levels of computer literacy.9. Capacity to adhere to the DEEWR Service Guarantee and the Employment Services Code of Practice.
<p>Desirable</p> <ol style="list-style-type: none">1. Knowledge of the requirements of different industries and occupations2. Knowledge of Employment Services operations and DEEWR IT System

SECTION 8: SELECTION CRITERIA

<ol style="list-style-type: none">1. Describe industry knowledge of and experience in industry types relevant to JSA.2. Describe your experience, expertise, achievements and innovation in delivering individualised services to a wide range of job seekers that lead to employment outcomes.3. Demonstrate your understanding of "Stream Services" including how you will provide a holistic, integrated service that achieves outcomes for job seekers.4. How you will maintain job seekers' continued engagement and participation throughout the duration of their activities to achieve sustainable outcomes.5. Demonstrate how you will work in partnership with employers to assist Indigenous Australians with skills acquisition and mentoring, and to maximize Indigenous employment in local jobs.6. Describe how this new JSA differs from previous Job Network in your view.
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Agreement to this Position Description:

Employee Signature: _____

Date: ____ / ____ / ____

Manager's Signature: _____

Date: ____ / ____ / ____