

Position Title	Retention Support Consultant	Date Approved	August 2016
Reports To	Team Leader, Retention Support	Location	Brisbane
Employment Term	Permanent Fulltime or Part-time		

Position Purpose	<p>The Retention Support Consultant plays a critical role in ensuring post placement is effectively delivered to job seekers and employers in an efficient, timely manner to a high quality standard as per the CoAct service delivery model. The role's dual focus and purpose is to liaise with and form solid ongoing relationships with both job seekers and employers to maximise job seekers retention in ongoing sustainable employment ensuring they reach 4,12 and 26 week employment outcomes and beyond.</p> <p>Addressing challenges and implementing resolution strategies for job seekers potentially falling out of employment and securing alternate employment through reverse marketing and other employment opportunities also forms part of the scope and responsibilities of the Retention Support Officer.</p>
-------------------------	--

Key Accountability Areas		Key Responsibilities	Success Criteria
1	Service Delivery	<ul style="list-style-type: none"> • Achieve individual outcome targets relating to post placement support outcomes • Ensure minimum contact requirements for Streams A-C clients adhered to and contact adjusted as needed to ensure outcomes are met • Complete a risk assessment of each placement that identifies the contact regime required during first six months of placement, reviewing regime at each contact • Implement strategies to ensure placement continuity when required • Actively engage with employers to identify their needs in order to market appropriate job seekers • Develop and maintain relationships with job seekers, employers, community organisations and Employment Advisers to achieve successful employment outcomes 	<ul style="list-style-type: none"> • Individual outcome targets are achieved within specific timeframes • Each placement has a risk assessment in place that aligns with contract requirement • Minimum contact requirements are met with successful client interaction • Where needed, adjustment to contact schedule made which leads to successful placement outcomes • Strong relationships are maintained with all stakeholders, including jobseekers, employers, community organisations and Employment Consultants that realises successful employment outcomes • All obstacles and issues are identified and addressed • At risk placements are identified and effective strategies implemented enabling placement continuity • Draw downs are processed and realised as prescribed

Key Accountability Areas		Key Responsibilities	Success Criteria
		<ul style="list-style-type: none"> Apply active listening and questioning techniques to identify goals, strengths and obstacles to enable continued employment Identify in advance issues relating to payment rates or hours worked that may impact on the future achievement of employment outcomes Complete Employment Fund (EF) draw downs for PPS activity in line with targets Undertake site visits to support placement sustainability as required Maintain thorough knowledge of job opportunities in the local labour market Understand Indigenous culture especially in regards to family versus work, liaising with the Indigenous Liaison Officer to assist in achieving Indigenous placements 	<ul style="list-style-type: none"> Achievement of monthly fall over KPIs Achievement of full outcomes KPIs Successful Indigenous placements eventuate through collaboration and understanding of Indigenous culture Less than 1% recoveries through EF drawdowns
2	Reporting and Documentation	<ul style="list-style-type: none"> Ensure that all placements are accurately and efficiently entered into DoE and CoAct systems Maintain records of contacts and other activities in DoE and Job ready systems Contribute to the development of the organisations Employer Engagement Strategy and the Skills and Work Experience Plans Maintain all documentary evidence such as files, file notes, claim evidence in line with DoE documentary evidence guidelines and CoAct contractual requirements 	<ul style="list-style-type: none"> All placement contact is recorded accurately and timely on all required systems Supporting materials such as file notes and claim evidence are concise and correct and appropriately managed
	Contract Compliance	<ul style="list-style-type: none"> Hold thorough knowledge of the contract, including undertaking regular reviews of DoE learning tools and CoAct support tools Comply with and effectively operate in accordance with DoE policies, procedures, guidelines and contractual obligations Comply with effectively operate in accordance to CoAct contractual polices, procedures and protocols 	<ul style="list-style-type: none"> Operational knowledge of contract is applied correctly No non-conformance of contract compliance arising in audits
3	General	<ul style="list-style-type: none"> Contribute to regular team meetings to identify work priorities and areas for improvement Achieve Practitioner level of the NESAs Professional Service Framework 	<ul style="list-style-type: none"> Contributing team member actively inputting on planning, challenges and enhancements required

SELECTION CRITERIA

Values	Understanding of and commitment to living the Values of CoAct. You will share our vision and values, including a commitment to achieving quality employment outcome for the most disadvantaged job seekers.
Competencies (and level within CoAct Competency Framework)	<ul style="list-style-type: none"> • Results Orientation - Foundational • Care - Foundational • Communication - Foundational • Collaboration and Partnership - Foundational • Coaching and Mentoring - Foundational • Attention to Detail - Foundational
Personal Attributes	<ul style="list-style-type: none"> • Listens, empathises and shows respect • Values diversity and is positive about peoples' strengths and potential • Effective time management and organisational skills • Excellent communication skills able to quickly build rapport • Effective negotiation, advocacy, assessment and conflict resolution skills
Required Experience	<ul style="list-style-type: none"> • Demonstrated ability to motivate and encourage jobseekers to remain in employment through developing effective working relationships in an Employment Services setting • Demonstrated proven track record in achieving job placement and 13/26 week outcome targets • Demonstrated ability to identify and address issues that threaten employment placement success • Proven ability to build and maintain relationships with employers, seeking out employment opportunities • Knowledge of jobactive contract and ability to closely comply with contractual guidelines • Knowledge of local labour marketing conditions and opportunities • Strong computer literacy and database management
Desired Qualifications	<ul style="list-style-type: none"> • Qualifications in Employment Services

COACT VALUES

At CoAct our values are:

- Leadership: The courage to shape a better future
- Collaboration: We believe in the power of many
- Creativity: We challenge ourselves to innovate by always thinking differently
- Respect: We value all those we work with and the contribution that they make
- Integrity: The confidence to act fairly, ethically and openly in all the we do