

**Employment Consultant Role Description**

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| Position |  | Employment Consultant |
| Responsible to |  | Regional Service Manager |
| Location |  | Invercargill |
| Authorities |  | As per delegated authority schedule |
| Salary |  | TBC |  |
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**Purpose of Workbridge**

Workbridge is the largest New Zealand-owned employment agency for disabled people and people with an injury or illness. We support disabled jobseekers, employers and workplaces across the country. Our National Office is in Wellington, with over 110 employees operating in 22 centres throughout New Zealand.

Our services are free for employers and jobseekers, funded through a contract with the Ministry of Social Development. We also administer support funds on behalf of the Ministry of Social Development.

Workbridge is an incorporated society and a social enterprise. Workbridge has a two-tier governance structure that includes a representative Council and an appointed Board.

We are a values-based organisation, committed to the vision of the New Zealand Disability Strategy, the United Nations Convention on the Rights of Persons with Disabilities and the Treaty of Waitangi.

**Our Vision**

Vision: Everyone who wants a job has one, and employers choose the right person with the skills and qualities for the job

Mission: Delivering inclusive, successful employment opportunities

Values: Excellence - *We are professional, expert at what we do, and go the extra mile*

Innovation - *We keep pace with and lead change. We’re creative and passionate*

Authenticity - *We embrace diversity and walk our talk. We are 100% accessible. We are committed to mana motuhake (self-determination), while respecting the role of the whanau in many cultures and communities*

Belief - *We’re invested in success, we’re encouraging, optimistic and put people first. We work with our jobseekers to maximise their strengths, and with employers to maximise their opportunities*

Resilience - *We’re determined, irrepressible and adaptable*

**Role, Purpose and Scope**

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Employment Consultants assist jobseekers to secure on-going sustainable employment. This is achieved by coaching jobseekers to develop independent pre-employment job search skills which will then enable them to effectively job search in partnership; build independent employment skills that allow jobseekers to talk to an employer about their disability in a positive way; and negotiate with the employer for the workplace supports they require.

Employment Consultants also build and maintain key relationships with both a variety of Work and Income, community service providers and other stakeholders in order to gain referrals into our service and with employers and businesses in order to secure job opportunities for jobseekers.

Workbridge operates a service model whereby Employment Consultants generally provide an end-to-end service for jobseekers. Whilst there maybe occasion where an Employment Consultant may specialise in one aspect of the role, we expect Employment Consultants to be able to perform all aspects of the role. We understand that teamwork is essential to effectively deliver our service.

**Key Accountabilities / Result Areas**

* Liaise with jobseekers regarding work enquiries, support, or information requests and ensure follow up in a timely manner; this includes actioning requests or appointments from Operations Support staff within one working day of receiving them
* Ensure that you have discussed and issued the jobseeker with the relevant documentation as set out in service delivery guidelines and that this is captured in the Workbridge CRM
* Manage caseloads to ensure individual jobseeker needs are met with each active jobseeker being contacted at least 2-weekly and there is evidence in the Workbridge CRM of this occurring
* Ensure jobseeker vocational profile and action plan is completed within 10 working days of commencement and that this is captured in the Workbridge CRM
* Work with the jobseeker to ensure an individualised action plan to manage career development is maintained with relevant pre-and post-employment steps and this is evidenced in the Workbridge CRM
* Aim to place all jobseekers into employment within Workbridge best practice guidelines and any contractual time related requirements as outlined by the relevant contractual outcome criteria and capture this in the Workbridge CRM
* Ensure that any jobseekers who have not been placed after five months of enrolment have an actioned file review in conjunction with your Lead Employment Consultant or Regional Service Manager capture this in the Workbridge CRM
* Ensure you are providing Post Placement Support for a jobseeker in line with the operational standards with and on 1, 3, 6, 9 and 12-month milestones and that you have captured these in the Workbridge CRM
* Work with jobseekers to maximise opportunities in the labour market by preparing them for job search, through CV preparation, assisting with applications and interview skills if required – these activities need to be documented and captured in the Workbridge CRM
* Visit relevant Ministry of Social Development (MSD) offices and other referring agencies at least fortnightly in order to build and maintain effective working relationships, benefit jobseekers and generate referrals. Evidence of these visits logged in the Workbridge CRM
* Ensure all job placements and employment outcomes are captured in the Workbridge CRM and meet relevant outcome criteria
* Ensure that any vacancies obtained are referred to by Workbridge jobseekers and that this is updated in the Workbridge CRM
* Ensure that all staff in the local Workbridge office / team are notified of any vacancy within one day of it being obtained and that this is captured in the Workbridge CRM
* Ensure that active employer contacts are maintained at least quarterly as a minimum and that this is captured in the Workbridge CRM
* Identify opportunities through direct contact – including face to face, email and/or telephone and develop key employer relationships to ensure ongoing business and achievement of targeted work placements to agreed operational volumes, and record in the Workbridge CRM
* Profile jobseekers directly to employers on a weekly basis and evidence this in the Workbridge CRM
* Ensure you make time each week to promote large employer networking opportunities, and business growth as well as assisting in the implementation and networking of both regional and national contracts. This should be followed up in the Workbridge CRM with actions and follow ups diarised.

**Administration:**

* Write and complete reports as required that meet all quality and time standards
* Record succinct notes in the Workbridge CRM on the day of (or close to) the interview, interaction or activity
* Complete routine jobseeker administration, including accurate maintenance of jobseeker contact records/files and related data entry
* Prepare complete Support Fund applications to be sent to the Support Fund Services within a timely fashion
* Ensure all open tasks in the Workbridge CRM are up to date

**Funding:**

* Negotiate with appropriate agencies for supplementary funding entitlements to assist jobseekers achieve their employment and/or training goals
* Ensure that applicants and employers are fully aware of eligibility criteria for support funds and that all applications are complete when lodged.

**Team and Individual Performance:**

* Work to meet KPI’s and drive responsibility for self
* Liaise with other EC’s, Lead EC’s, Regional Service Managers and Remote Service EC’s on a regular basis to ensure seamless service provided to jobseekers and employers
* Participate and contribute towards the achievement of individual and/or team targets and goals
* Actively contribute to a high-performance culture within the team
* Promote Workbridge: our services, our jobseekers and our products
* Develop and maintain effective working relationships with staff from Disability Agencies, Health Services, Training Providers and any other relevant community service providers in order to generate jobseeker referrals

*Due to the dynamic nature of our work, our partners and clients, the tasks and responsibilities noted in this role description may well change from time to time, to meet the needs of the organisations and employers/jobseekers we support. As a result, it is expected that the person in the role recommends and/or is prepared for changes to the role and this description of it. Any ‘material’ changes will be mutually agreed between the parties and noted in writing.*

**Dimensions**

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Direct reports None

**Key Internal Relationships**

* SLT
* Workbridge Managers and staff

**Key External Relationships / stakeholders – as required**

* Jobseekers
* Government agencies
* Disability agencies, Health, Training and other relevant Service Providers
* Employer and Business opportunities

**Person Specification**

To be effective in the position you will need:

**Qualifications**

* A relevant tertiary qualification or continuing study is preferred as this demonstrates relevant knowledge, disciplined thinking processes and the willingness and ability to learn.

**Experience, skills and knowledge**

* Knowledge of the local community and active in community groups
* Experience in proactively managing a wide network and being able to leverage this network in your work
* Experience working with a diverse range of people, at all levels of an organisation, from different cultures, different backgrounds, situations and ages
* Experience working with a case management database and making comprehensive case notes that can be accessed and used by the whole team
* Knowledge and understanding of the health and disability sector with a passion to make a difference (or demonstrates the passion to make a difference and can demonstrate a real desire to learn about the sector)
* Experience employing or working with people with disabilities or ongoing health conditions
* A track record of delivering on targets

**Behaviours**

* **Passion** - Is genuinely positive and displays a real passion for the organisations purpose, people, and learning. Demonstrates they believe that this is not ‘just a job’ and that they want to make a difference through their work.
* **Community** - Is connected with the local community, with well-developed genuine relationships. Demonstrates the ability to use these relationships in their work.
* **People** - Demonstrates the ability to connect with a wide range of people and use this connection to get the very best outcomes for jobseekers. Is able to work effectively as part of a team and collaborate and share information.
* **Resilience** - Demonstrates a high level of resilience and the ability to deal with setbacks. Takes regular actions to build and maintain resilience.
* **Self-Management** - Is self-aware, understands their own strengths and areas for development, and able to manage their own work effectively.
* **Communication** - Demonstrates the ability to express themselves clearly and listen actively and communicate effectively with a wide range of people to better understand their needs.
* **Pace** - Demonstrates a sense of urgency in their work and the ability to work quickly and on the right things without affecting the quality of their work.
* **Problem Solving** - Is able to identify a problem and its possible causes and take the appropriate action to find a solution. Doesn’t let problems become barriers.
* **Planning** - Demonstrates well developed planning and organising skills with the ability to prioritise work effectively.

**Appendix 1 - Workbridge Structure and Planning**

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| **STRUCTURE** | **PLANNING** |
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| **Workbridge Council** | Workbridge Incorporated |
| Represents the interests of disabled people and | Constitution (Council) |
| others in the community who have a stake in |  |
| supporting Workbridge to achieve its goals. |  |
| Council membership consists of Ordinary |  |
| Members, Corporate Members and Honorary |  |
| Life Members. |  |
| Role: Advocacy, Political, Networking, |  |
| Perspective, Constituents, Guidance |  |
|  |  |
| **Workbridge Board of Directors** | Workbridge Board Charter |
| Elected by the Council to govern the |  |
| organisation |  |
| Role: Business Oversight, Governance, | Strategic Plan |
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| Commercial Strategy & Planning, Performance, | Business Plans |
| Accountability |  |
|  |  |
| **CEO** | Operational Policies & Procedures |
| Employed with delegated responsibility to |  |
| deliver Board objectives |  |
|  |  |
| **Workbridge Management and Operational** | Annual Operating Plan & Budget |
| **Team** |  |
| Employed to develop and implement Annual |  |
| Operating and Management plans | Management Priority Plans |