

Employment Consultant Role Description

Position	Employment Consultant
Responsible to	Regional Service Manager
Location	
Group	Service Delivery
Authorities	As per delegated authority schedule
Salary	TBC

Purpose of Workbridge

Workbridge (Workbridge Employment Services Limited) is the largest New Zealand-owned employment agency for people with barriers to finding sustainable employment, including people with disabilities or from minority groups or other disadvantaged people.

Workbridge is a high-performing, successful organisation that delivers its outcomes through teamwork and customer-centricity.

Workbridge has supported jobseekers, employers and workplaces across Aotearoa for over 90 years.

Workbridge is 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.

For more information, please visit www.workbridge.co.nz

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, irrepresible and adaptable

Position Purpose

Employment Consultants primary objective is to secure sustainable employment for jobseekers by working with employers to broker placement outcomes.

Through their work, Employment Consultants play a crucial role in achieving its mission of *Delivering inclusive, successful employment opportunities*, making this a purposeful and meaningful role.

Key outcomes/result areas

Working with Employers

Outcome: *Employer relationships are developed and cultivated to provide jobseekers with employment opportunities that align with their employment goals, and employers have access to our talent pool to support their business*

- Creating, building and nurturing new and existing employer relationships to create new opportunities aligned with our jobseekers needs.
- Influencing potential employers by adopting approaches that overcome resistance and increase understanding of people who face increased barriers to employment.
- Exploring, creating and securing appropriate employment opportunities by cold-calling
- Matching jobseekers to suitable work opportunities
- Profiling and Placing jobseekers into employment with new and existing employers

Working with Jobseekers

Outcome: *Jobseekers are prepared and supported to maximise their chances of gaining and sustaining employment*

- Working collaboratively with the jobseeker, their support networks and/or an employer to overcome any barriers to finding and keeping a job
- Working with jobseekers to ensure an individualised employment plan to manage career development is maintained.
- Working with jobseekers to maximise opportunities in the labour market by preparing them for job search, CV preparation, assisting with applications and interview skills if required.
- Preparing and motivating jobseekers to apply for, secure and maintain a job.
- Ensuring that you discuss and provide the jobseeker with the relevant documentation as set out in service delivery guidelines.

Relationship Management

Outcome: *Workbridge is positioned as the as the employment placement service of choice within the communities it serves*

- Promote Workbridge: our services, our jobseekers, and our products through promotional activities such as Expos and Chamber of Commerce/Business gatherings.
- Develop and maintain effective working relationships with staff and management from local and national employers and stakeholders, training providers and any other relevant community service providers.

Post-Placement and In-Work Support

Outcome: *Jobseekers and their employers are well supported to make the employment relationship successful and durable*

- Work with employers and jobseeker/employees to provide ongoing support to ensure that employment is maintained.
- Work to assist the jobseeker/employee to develop natural supports to promote independence.
- Deliver post-placement support in a manner that meets business standard requirements, contact mode, timeliness and documentation standards.

Team and Individual Performance:

Outcome: *Workbridge is a high-performing successful organisation based on delivery, teamwork and customer centricity.*

- Meeting quarterly targets to place people into employment.
- Work collaboratively with other EC's, Lead EC's, Regional Service Managers and Operations Support Team members to ensure a seamless service is 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
- Share opportunities within the team to foster teamwork and to ensure employers have the best possible access to our talent pool.

Working with Stakeholders

Outcome: Maintain a referral stream of jobseekers who meet contract criteria to provide a consistent and resilient intake of jobseekers into our service.

- Establishing and maintaining effective relationships with diverse stakeholders to maintain existing referral streams and develop additional referral streams.
- Working collaboratively with other agencies/funder to support jobseekers as required to achieve their employment goals.

Documentation, Reporting and Information Sharing

Outcome: *Customer information is always created and managed appropriately and professionally to Workbridge's business standards*

- Provide written reports as required that meet all quality and time standards.
- Record succinct notes in a timely manner in the Workbridge CRM as defined in our Business Standards
- Complete routine jobseeker administration, including accurate maintenance of jobseeker contact records/files and related data entry.
- Ensure record confidentiality and individuals privacy is maintained

General Accountabilities

Code of Conduct and Workbridge Policies and Procedures

- Familiarity and compliance with Workbridge's Code of Conduct and Policies and Procedures relating to the functions of the position held.

Health and Safety

- Help maintain a safe working environment within Workbridge by maintaining knowledge of and compliance with all health and safety procedures and actively supporting safe work practices in your work area.
- Comply with health and safety procedures, particularly reporting all incidents, proactively identifying hazards, and supporting their management.

Dimensions

Direct reports None

Key Working Relationships:

Internal	<ul style="list-style-type: none">• Other Employment Consultants and Lead Employment Consultants• Operations Support Team• Regional Service Managers• National Manager Employment Services• Other Workbridge staff
External	<ul style="list-style-type: none">• Employers and Industry organisations• Stakeholders, Iwi and community groups• Government Agencies• Jobseekers and their Supports/Whanau

Person Specification

To be effective in the position, you will need:

Experience, skills and knowledge

- Connected to and knowledge of the local business community
- Proven experience in an outcomes-based role with a track record of achieving targets and delivering successful outcomes.
- Experience in lead generation or cold calling.
- Experience in leveraging opportunities and outcomes through your professional networks and contacts.
- Experience working with a diverse range of people, at all levels of an organisation, from different cultures, 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.
- A passion for making a difference and a real desire to learn about the sectors we operate in
- Experience employing or working with people who face various barriers to finding employment

- Has good administration practices such as record keeping and communications via email. Can compile simple documents and reports using MS Outlook programs and has a good grasp of using computer systems.
- Has experience presenting to small groups – such as workshops for jobseekers, network groups, Work and Income case managers

Qualifications

- A relevant tertiary qualification or continuing study is desirable as this demonstrates relevant knowledge, disciplined thinking processes and the willingness and ability to learn.
- Understands / is willing to learn the principles of the Treaty of Waitangi
- Understands /is willing to learn about the New Zealand Disability Strategy, the United Nations Convention on the Rights of Persons with Disabilities

Behaviours

Passion and commitment to customers

- Is genuinely positive and displays a real passion for the organisation's purpose, where our customers are at the heart of everything we do
- Demonstrates that they believe this is not 'just a job', knowing each successful placement makes a real difference to our customer's lives
- Demonstrates excellent customer service in everything they do

Managing Self

- Shows self-awareness and demonstrates high Emotional Intelligence (EQ)
- Is a self-starter, committed to seeking out opportunities to build knowledge and understanding
- Takes responsibility for managing their own caseload, setting priorities and achieving agreed outcomes
- Uses sound judgement and acts responsibly and ethically

Teamwork

- Works with the regional team to share opportunities, innovations, and information, always from the perspective of what's best for the customer
- Recognises achievement of other team members and credits them accordingly

Achievement Focus

- Is comfortable operating in an outcomes-based environment with clear targets
- Able to focus on critical work priorities and adapt as circumstances change
- Doesn't let problems become barriers. Identifies a problem and its possible causes and takes the appropriate action to find a solution
- Demonstrates the ability to work quickly and on the right things without affecting the quality of their work

Respecting Diversity

- Has a positive and inclusive attitude towards people of different cultures and backgrounds, genders etc and supports a multicultural working environment
- Is respectful of situations involving Tikanga Māori
- Is able to communicate effectively with a wide range of people to understand their individual and cultural needs better.

- Adapts style to communicate effectively with the audience/situation

Interpersonal

- Personable, listens actively and can easily talk and build rapport with other staff members, jobseekers, employers, and stakeholders.
- Excellent written and verbal communication skills
- Skilled motivator – can encourage our jobseekers to succeed
- Thinks outside the square to propose customised solutions to employers and jobseekers
- Can have tough conversations when they are needed in a respectful way

Resilience

- Demonstrates resilience and the ability to deal with setbacks.
- Takes regular actions to build and maintain resilience
- Flexible, adaptable and responsive to change