

## Position Description

# Employment Consultant

<b>Reports To:</b>	CDP Regional Manager
<b>Base Location:</b>	Fitzroy Crossing, WA
<b>Hours of Work:</b>	38
<b>Organisational Unit:</b>	CDP
<b>Award:</b>	Labour Market Assistance Industry Award 2020
<b>Classification:</b>	Employment Services Officer Grade 2 Pay Point 2

## POSITION CONTEXT

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Reporting to the CDP Manager, the Employment Consultant is responsible for assessing the needs of Job Seekers and assist them to gain sustainable employment by preparing and implementing individualised Job Plans and providing employment skills, training, placement and support services.

This document describes the main responsibilities of the position and is not designed to be prescriptive. It is expected other duties in addition to those described in this document will be undertaken.

All staff are expected to demonstrate behaviours which align with Marra Worra Worra's core values, Code of Conduct and Employment Opportunity Principles.

## ABOUT OUR ORGANISATION

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Marra Worra Worra Aboriginal Corporation was established in the late 1970s by the people of the Fitzroy Valley and is the largest and oldest Aboriginal resource agency in the Kimberley. The primary aim of Marra Worra Worra is to work with Bunuba, Gooniyandi, Wangkatjungka, Walmajarri and Nyikina groups in the Fitzroy Valley to strengthen culture, support community and create sustainable employment solutions.

Core program delivery reflects our vision and mission and encompasses:

- Community Development Program;
- Remote School Attendance Program;
- Housing Management and Tenancy Support;
- Jalangurru Mayi Café Social Enterprise;
- Waste Management Social Enterprise; and
- Karrayili Adult Education Training Centre.

In addition, Marra Worra Worra has a broad range of investments and interests to diversify its revenue and to create further opportunities for people in the Fitzroy Valley. This includes the Fitzroy Hardware and Ngiyali Roadhouse, which are wholly owned subsidiary entities.

## ABOUT THE PROGRAM

The Community Development Program is administered by the federal government's National Indigenous Australians Agency (NIAA). CDP assists unemployed remote job seekers to build employable skills while contributing to their community.

Under CDP, MWWAC is contracted to deliver Remote Services. There are two key types of services that assist job seekers:

- Basic Services – integrated case management and support for job seekers to find and keep a job, and to meet their mutual obligation requirements.
- Remote Employment Services (including establishment and conduct of Work for the Dole) – work-like Activities, one or more of which, job seekers participate in five days a week. Activities reflect local employment opportunities and/or are relevant to community aspirations and meet community needs.

The majority of job seekers engaged in CDP participate in skills development Activities as they are the principal activity that are designed to put an end to passive welfare, build employable skills, and assist job seekers to transition from welfare to work.

Further information on the program is available via – <https://www.niaa.gov.au/indigenous-affairs/employment/cdp>

## CAPABILITY SUMMARY

The Marra Worra Worra Capability Framework applies to all Marra Worra Worra employees. Demonstrated capacity to meet the below capabilities is a requirement of the role.

CAPABILITY GROUP	CAPABILITY NAME
<b>Personal Attributes</b>	<p><b>Culturally Responsive</b>   Values diversity as a strength</p> <p><b>Inclusive</b>   Recognises the rights of others</p> <p><b>Ethical</b>   Has integrity and principles</p> <p><b>Collaborative</b>   Works with others to attain goals and achieve</p> <p><b>Flexible</b>   Adapts to changing circumstances in the workplace</p>
<b>Relationships</b>	<p><b>Community Relations</b>   Collaborate with others to support positive client outcomes</p> <p><b>Professionalism</b>   Be ethical and professional, and adhere to Marra Worra Worra Values</p> <p><b>Communication</b>   Communicates in a culturally responsive manner and conveys clear messages to others</p> <p><b>Leadership and Team Work</b>   Motivate and engage staff and develop capability and potential in others</p>
<b>Service Delivery</b>	<p><b>Client Outcomes</b>   Achieves results through efficient use of resources and a commitment to quality client outcomes</p> <p><b>Creativity and Innovation</b>   Encourage and suggest new ideas and show commitment to improving services and ways of working</p> <p><b>Plan and Prioritise</b>   Plan to achieve priority outcomes and respond flexibility to the changing environment</p>
<b>Resources</b>	<p><b>Financial Management</b>   Be a responsible custodian of organisational funds and apply processes in line with legislation and policy</p> <p><b>Equipment and Assets</b>   Use, allocate and maintain work tools appropriately and manage assets responsibly</p> <p><b>Technology and Information</b>   Use technology and information to maximise efficiency and effectiveness</p>
<b>Technical Expertise</b>	Human Resources, Employment Services, Social Work or Community Development qualifications and/or experience

## KEY RESPONSIBILITY AREAS

KEY RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
<b>Contractual Compliance</b>	<ul style="list-style-type: none"> <li>• Demonstrate a working knowledge of the CDP Contract, contractual requirements, policies and program guidelines.</li> <li>• Manage and maintain accurate input of data in ECSN and other systems as required.</li> <li>• Maintain a caseload of MWW Job Seekers by providing support, advice and practical assistance.</li> <li>• Conduct initial assessments and intake of eligible Job Seekers.</li> <li>• Engage with Job Seekers in Face to face consultations</li> <li>• Identify skills, abilities and employment history of Job Seekers to find suitable ongoing employment opportunities for Job Seekers.</li> <li>• Assist and monitor Job Seekers through the various stages of intake, employment assistance and employment placement phases of MWW service provision.</li> <li>• Prepare Cover Letters and Resumes to assist Job Seekers in their job search.</li> <li>• Create and update Job Plans to link Job Seekers into suitable CDP Activities.</li> <li>• Establish supportive relationships with Job Seekers to increase attendance and compliance to their obligations.</li> <li>• Provide follow up contact and support to Job Seekers once they commence employment. (Post placement support.)</li> <li>• Liaise with other operational staff to monitor Job Seeker activities.</li> <li>• Provide advice and facilitate the referral of eligible Job Seekers to further education, specialized support services and/ or support groups.</li> <li>• Display a high level of personal integrity and professionalism when representing MWW in communities.</li> <li>• Maintain files, file notes, complete forms in line with MWW documentary evidence guidelines and CDP contractual requirements.</li> <li>• Ensure secure and private storage of all Job Seeker personal information.</li> <li>• Maintain the records system to ensure appropriate authorisation and documentation is kept for all claims</li> </ul>
<b>Records Management</b>	<ul style="list-style-type: none"> <li>• Maintain the records system to ensure appropriate authorisation and documentation is kept for all Job Seekers.</li> <li>• Ensure records are maintained in accordance with legislative requirements and standards set by Marra Worra Worra.</li> <li>• Develop, complete and review Job Seeker files for PPR audit purposes.</li> </ul>
<b>Planning &amp; Reporting</b>	<ul style="list-style-type: none"> <li>• Monitor and report against key performance indicators.</li> <li>• Monitor and report on team effectiveness and service levels.</li> <li>• Prepare or contribute to any periodical reports.</li> <li>• Other reasonable duties as directed by the CDP Regional Manager.</li> </ul>
<b>Workforce Development</b>	<ul style="list-style-type: none"> <li>• Participate in training as required.</li> <li>• Attend all relevant conferences, meetings, seminars, workshops or similar events.</li> </ul>

<p><b>Relationships</b> Establish and maintain productive relationships within the community, community leaders, external agencies,</p>	<ul style="list-style-type: none"> <li>• Positive relationships with Job Seekers, external agencies are sought out, promoted and maintained.</li> <li>• Collaborating with colleagues in accordance with MWWAC Values and Code of Conduct.</li> </ul>
<p><b>Contract Management and Performance</b> A sound level of understanding of, and compliance with, contractual requirements including all guidelines and correspondence issued by NIAA; organisational Policy and Procedure manuals.</p>	<ul style="list-style-type: none"> <li>• No contractual breaches or performance related matters are identified by NIAA.</li> <li>• Internal reports are submitted as required.</li> </ul>
<p><b>Work Health and Safety</b> Safe workplaces and environments are provided and maintained for Staff, service users and external stakeholders.</p>	<ul style="list-style-type: none"> <li>• A positive workplace culture free of bullying, harassment and discrimination is promoted.</li> <li>• All reasonable and practical steps to ensure the safety, health and welfare of all staff and service users in accordance with legislation and policies are taken.</li> <li>• Immediate intervention occurs wherever unsafe work practices are observed.</li> <li>• Notifiable incidents and/or WHS events of concerns are reported in a timely manner.</li> </ul>
<p><b>Aboriginal Ways of Working</b> Demonstrate a personal understanding of responsive ways of working with Aboriginal Clients, Staff and Communities, representative and/or Statutory Bodies.</p>	<ul style="list-style-type: none"> <li>• Marra Worra Worra is recognised as the lead organisation in working with Bunuba, Gooniyandi, Nyikina, Walmajarri, and Wangkatjungka to strengthen culture.</li> </ul> <p>Aboriginal clients, staff, communities, and Statutory Bodies are supported in a way which protects and respects their cultures.</p>
<p><b>Quality in all We Do</b> All operations are conducted with a commitment to quality which align with quality management principles.</p>	<ul style="list-style-type: none"> <li>• Operations are conducted in accordance with Marra Worra Worra's Quality Management Framework.</li> </ul> <p>Feedback from funding bodies and partnering organisations attests to the delivery of quality service delivery.</p>

## ESSENTIAL CRITERIA

Essential Criteria
<ul style="list-style-type: none"> <li>• Required to drive or travel considerable distances in the course of duties.</li> <li>• Willingness to live in a remote community and willing to travel long distances on unsealed roads.</li> <li>• High level of communication and interpersonal skills.</li> <li>• Shows initiative with a proven ability to work autonomously as well as part of a team.</li> <li>• Ability to manage time, set priorities and achieve outcomes in a demanding environment.</li> <li>• Ability to work under pressure within a fast-paced team environment to meet strict deadlines.</li> <li>• Ability to maintain accurate records (electronic and paper-based) and to understand and implement contractual requirements and guidelines.</li> <li>• Ability to demonstrate a commitment to MWWAC's values.</li> <li>• Understanding and awareness of the cultural, social and economic factors that affect Aboriginal communities in remote locations.</li> <li>• Ability to interact with, and develop rapport with, people in diverse backgrounds.</li> <li>• Demonstrated understanding and appreciation of cultural differences and diversity.</li> <li>• Australian Resident or provide the current, relevant Visa to work within Australia</li> </ul>

### Desirable Criteria

- Previous experience living and working in remote communities.
- Experience in or understanding of employment and/or community service programs.
- Experience and/or qualifications in Human Resources, Employment Services, Social Work or community development.
- A current 'C' class Automatic/Manual Driver's Licence

### Credentials Check

It is a requirement of the role to provide a National Police Certificate. In addition, Marra Worra Worra Aboriginal Corporation may undertake a Financial/Bankruptcy Check and/or any other credential checks to verify ongoing suitability to the role.

Marra Worra Worra Aboriginal Corporation reserves the right to immediately terminate employment where it is deemed previous criminal (unspent) charges, or pending charges, and/or major financial events, may bring the organisation and/or programs and services delivered by the organisation, into disrepute.

## EMPLOYEE ACKNOWLEDGEMENT/AGREEMENT

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I acknowledge and agree that I have read, understood and accept the above position description of **Employment Consultant** as part of the terms and conditions of my employment with Marra Worra Worra Aboriginal Corporation.

I further understand the position description is designed to provide a general understanding of the role and may encompass additional responsibilities within my experience in order to meet the organisation's objectives.

I also acknowledge that Marra Worra Worra Aboriginal Corporation operates in diverse region and the ability to travel and work throughout the region may occur at short notice.

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**Printed Name**

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**Signature**

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**Date**