



Position Description

ParentsNext Consultant

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



ParentsNext Consultant

1. Overview of Wesley Mission

Wesley Mission is a Christian organisation that has been caring for people for over 200 years, continuing the work of Jesus Christ in Word and deed.

Our Vision

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Our Mission

Continuing the work of Jesus Christ in Word and deed.

Our Values

Out of Christian love and compassion we are driven by:

- Christlike servanthood
- Unfailing integrity, and
- Courageous commitment.

The organisational plan is based on five key result areas, namely:

- our clients
- our people
- our stakeholders
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2. Overview of Wesley Dalmar Child and Family

Wesley Dalmar Child and Family is made up of numerous teams that support the communities and the people in need. The various teams build resilience and strengthen capacity in the local communities where we work. Providing support to people using trauma-informed person-centred approaches in a holistic manner. We will actively seek to “Do All The Good We Can, By All The Means We Can, In All The Ways We Can, ...” for the whole of community. We are committed to local communities, the traditional owners, the new arrivals, the local people and Wesley Mission’s meaningful presence within the local space. We are committed to finding ways to support and address the local un-met need. We will identify and respond to hidden and emerging needs in our local communities.

Service areas and contracts include

- | | |
|-------------------------------------|--|
| • Assistance with Care and Housing | • Getting it Together |
| • Early Intervention and Prevention | • Mums and Kids Matter ParentsNext |
| • Emergency Relief | • Specialist Homelessness Services |
| • Escaping Violence Payments | • Young Healthy Minds |
| • Family Preservation | • Wesley Dalmar, an Out Of Home Care |
| • Financial Counselling | Service accredited by the Office of Children’s |
| • Financial Capability | Guardian and regulated by the OCG |
| • Gamble Aware | standards |



3. Overview of role

ParentsNext is funded by Australian Government Department of Employment and Workplace Relations.

ParentsNext is a pre-employment program that helps parents with young children to plan and prepare for employment once their youngest child reaches school age.

ParentsNext objectives:

- target early intervention assistance to parents at risk of long-term welfare dependency
- help parents identify and reach their education and employment goals through participation in activities
- connect parents to local services that can help them prepare for employment

Wesley ParentsNext is funded to provide the service in over 30 sites in the following employment regions:

- The Hunter
- Mid North Coast
- North Coast
- Sydney East Metro
- Sydney Greater West

Wesley ParentsNext works within ParentsNext Targeted Performance Guidelines to achieve key performance indicators. The performance framework ensures all providers are engaging with participants and supporting them to build their Work Readiness by delivering a service that demonstrates:

- Efficiency—the service is efficient in assisting participants
- Effectiveness—the service is an effective employment and education pathway platform
- Quality—the service is one of high quality and meets the deed requirements

Wesley ParentsNext Consultants deliver a strength's based, client-centred model supporting parents to identify their personal education and employment goals, providing an individual approach to help parents address barriers to achieving their goals and linking them to supportive services within their local community.

Wesley ParentsNext Consultant remuneration package (SCHADS 4) exceeds industry standard. High performance standards are commensurate with the higher remuneration package.

4. Relationships

Reports to: Team Leader

Supported by: Senior ParentsNext Consultant

5. Major role responsibilities

5.1. Our Clients

The ParentsNext Consultant will

- Use motivational interviewing techniques and provide a strength's based, client centred service to
 - assist ParentsNext participants to identify their education and employment goals
 - develop and co-design their participation plan
 - ensure the relationship between the participant and the worker is respectful and professional
 - support participants in undertaking activities that will lead to the achievement of short term, medium term and long-term objectives, including supporting participants in job search or activities to build employability
- Hold a thorough knowledge and work within
 - Wesley ParentsNext Policies and Procedures



- ParentsNext Targeted Compliance Framework
- Workforce Australia ParentsNext Guidelines
- Achieve Workforce Australia ParentsNext Key Performance Indicators:
 - **Efficiency**
 - 90% Attendance
 - 90% Participation (linking activities to job plan)
 - 90% Commencement
 - **Effectiveness**
 - 20% Work Readiness (WorkStar + Increase in Education + Employment)
 - 25% ESL (participating in or completed education)
 - **Quality**
 - 20% Assessment of quality of services. Weighting based on quality of services in accordance with the Deed and Service Guarantee and delivering on its commitments in:
 - Service Delivery Plan
 - Customer complaints
 - Department site visits
 - Interagency participation
 - Communities of Practice participation
 - linkages with support services
 - referral to culturally appropriate service
 - responsiveness to Departmental requests
 - initiates and tailoring opportunities to support identified goal
- Monitor Dashboard to identify tasks affecting KPI's and address promptly
- Monitor and record participant's engagement and progress. This includes but is not limited to conducting follow up, seeking regular feedback on activities and referrals, updating plans as required, addressing participation issues as they arise, and managing and supporting participants with multiple and complex needs including non-vocational barriers
- Ensure participants are aware of, and understand, their mutual obligation requirements under the program
- Promote Wesley ParentsNext in local community forums to ensure Wesley ParentsNext is the program of choice in the local areas where we are located
- Actively access the Participation Fund to support Participants to achieve Education and Employment Outcomes in appropriate timeframes
- Develop, deliver and facilitate activities, workshops or training in areas such as employment skills or job search to assist parents to engage and achieve their goals at outreach sites or in other local agencies/services
- Provide vocational guidance tailored to the participant's goals and connect participants to the right opportunities, resources, places, specialist agencies
- Administer the Job Seeker Classification Index (JSCI) tool, where required, and Work Readiness tool™ to assess the skills, capabilities and any non-vocational barriers for the participants
- Develop pathways and partnerships to continuously improve supported referrals, connections and sector capacity building within the local community and service system
- Ensure Aboriginal, CALD and disability accessibility and capability – provide activities and supports to proactively enable families to access services and determine the way their support is provided
- Engage participants to complete Wesley bi-annual client survey
- Work within the NSW Care and Protection Framework, actively screen for children at risk of harm and report appropriately.

5.1.1 Performance Measure

- Wesley ParentsNext Monthly Report
- DEWR ParentsNext Contract Performance Report



5.2 Our People

The ParentsNext Consultant will

- Complete Wesley Mission induction, orientation and mandatory training
- Complete Department of Education and Workplace Relations mandatory training modules
- Complete Wesley ParentsNext mandatory training modules
- Attend and participate in regular support meetings and team meetings
- Attend and participate in annual Employee Contribution & Development (ECD) process
- Commit to a continuing process of personal self-development, training and skills acquisition
- Ensure all policies and procedures are understood and adhered to
- Attend Wesley Mission events
- Be part of creating a team culture of support and respect
- Promote and ensure adherence to Wesley Mission brand

5.2.1 Performance Measures

- Wesley ParentsNext Training Matrix
- Wesley Annual Appraisal

5.3 Our Operations

The ParentsNext Consultant will

- Ensure the reputation and integrity of Wesley Mission is maintained at all time
- Contribute to program performance monitoring through reporting systems leading to measurable accountability as required by Department of Education and Workplace Relations
- Advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, ensuring brand compliance and use of correct templates
- Contribute to reviewing internal systems including policies and procedures to ensure more efficient and effective methods of delivery and to ensure continual improvement
- Contribute to evaluation and quality improvement of programs
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with, during employment. Perform WHS tasks as directed by supervisor. Promote the grievance procedure to all clients and respond in line with the Wesley Mission Grievance Procedure

Performance Measures

- Department Rolling Random Audit

5.4 Our Financials

The ParentsNext Consultant will

- Track outcomes and request claims from the Program Administrative Team
 - Regular Check ins with Participant to ensure that they are on track to complete their education or employment outcome
 - Education - Once Course is complete ask participant for Confirmation by way of a Completion certificate
 - Employment- Once 12 weeks/ 6 Fortnights (15+ hours per week) are completed provided evidence by Way of JRRR or Payslips
 - Complete Outcome Form and attach relevant Evidence as per Department Guidelines



- Conduct regular use of the Participation Fund by
 - Using Corporate Credit Card for Purchases wherever possible and obtaining a PAID Invoice/Tax Invoice
 - Direct Payment of Supplier Submit Invoice/Tax Invoice to ParentsNext Invoices within 24 hrs of receiving the request for payment.
 - Completion of brokerage documentation in full to accompany all Participation Fund use along with all evidence as per the Department Guidelines.
 - Brokerage documentation to uploaded to the regions TEAMS space in a timely manner to ensure Draw down from the department occurs within the claimable time frame and agreed Wesley Finance timeframe.
- Process credit card by 15th of each month
 - Receive Statement
 - Collate receipts and Brokerage Forms with the Statement
 - Complete reconciliation through Peoplesoft Financials.
 - Submit to your Administrative Team/ Team Leader for review and approval.
- Ensure Translation Services have a brokerage form completed and entered into your relevant TEAMS space in a timely manor
- Understand that assistance with any of the above can be found within the Wesley Mission Policy & Procedure Portal. Training and guidance will be provided by the Program Administrator.

5.4.1 Performance Measures

- Quarterly Internal Audits
- Department Rolling Random Audit

6. Professional responsibilities

- Other activities to support the delivery of the Wesley Community and Family Care Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment
- All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- Participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- In relation to Wesley Mission attend worship services as encouraged by your supervisor
- Participate on a quarterly basis in Wesley Mission's Employee contribution and development process
- Take responsibility for personal career development and training
- Participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Maintain confidentiality



7. Selection criteria

To be successful in this position, candidates must possess the following:

Essential criteria

- Degree with relevant experience, associate diploma with substantial experience, less formal qualifications with specialised skills sufficient to perform at this level or attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required
- extensive experience in Job Services, and/or Disability Employment Services
- demonstrated ability to engage families at the point of initial contact, build relationships of trust and cooperation, problem solve and resolve conflict
- ability to work effectively with Aboriginal and Torres Strait Islander (ATSI) and Culturally and Linguistically Diverse (CALD) organisations and communities
- high level ability to liaise, develop and maintain relationships with professional groups and businesses
- child protection knowledge and experience
- high level written and verbal communication skills
- strong computer literacy
- commitment to continuous improvement and WH&S Principles
- willingness to affirm Wesley Mission's vision, mission and values
- current NSW or National driver's license and working with children's check

Desirable criteria

- experience working in ParentsNext or other Employment Services programs
- strong local relationships in health and/or community, local employers and training organisations
- experience supporting people whose first language is not English especially Arabic or Vietnamese



Social and community services employee level 4

Characteristics of this level

- A person employed as a Social and community services employee level 4 will work under general direction in functions that require the application of skills and knowledge appropriate to the work. Generally guidelines and work procedures are established.
- General features at this level require the application of knowledge and skills which are gained through qualifications and/or previous experience in a discipline. Employees will be expected to contribute knowledge in establishing procedures in the appropriate work-related field. In addition, employees at this level may be required to supervise various functions within a work area or activities of a complex nature.
- Positions may involve a range of work functions which could contain a substantial component of supervision. Employees may also be required to provide specialist expertise or advice in their relevant discipline.
- Work at this level requires a sound knowledge of program, activity, operational policy or service aspects of the work performed with a function or a number of work areas.
- Employees require skills in managing time, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position, to achieve specific objectives.
- Employees will be expected to set outcomes and further develop work methods where general work procedures are not defined.

Responsibilities

- To contribute to the operational objectives of the workplace, a position at this level may include some of the following: undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined;
- perform duties of a specialised nature requiring the development of expertise over time or previous knowledge;
- identification of specific or desired performance outcomes;
- contribute to interpretation and administration of areas of work for which there are no clearly established procedures;
- expected to set outcomes and further develop work methods where general work procedures are not defined and could exercise judgment and contribute critical knowledge and skills where procedures are not clearly defined;
- although still under general direction, there is greater scope to contribute to the development of work methods and the setting of outcomes. However, these must be within the clear objectives of the organisation and within budgetary constraints;
- provide administrative support of a complex nature to senior employees;
- exercise responsibility for various functions within a work area;
- provide assistance on grant applications including basic research or collection of data;
- undertake a wide range of activities associated with program activity or service delivery;
- develop, control and administer a records management service for the receipt, custody, control, preservation and retrieval of records and related material;
- undertake computer operations requiring technical expertise and experience and may exercise initiative and judgment in the application of established procedures and practices;
- apply computer programming knowledge and skills in systems development, maintenance and implementation;
- provide a reference and research information service and technical service including the facility to understand and develop technologically based systems;
- where the prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following:



- liaise with other professionals at a technical/professional level;
- discuss techniques, procedures and/or results with clients on straight forward matters;
- lead a team within a specialised project;
- provide a reference, research and/or technical information service;
- carry out a variety of activities in the organisation requiring initiative and judgment in the selection and application of established principles, techniques and methods;
- perform a range of planning functions which may require exercising knowledge of statutory and legal requirements;
- assist senior employees with the planning and co-ordination of a community program of a complex nature.

Requirements of the position

Skills, knowledge, experience, qualifications and/or training

- knowledge of statutory requirements relevant to work;
- knowledge of organisational programs, policies and activities;
- sound discipline knowledge gained through experience, training or education;
- knowledge of the role of the organisation and its structure and service;
- specialists require an understanding of the underlying principles in the discipline.

Prerequisites

- relevant four year degree with one years relevant experience;
- three year degree with two years of relevant experience;
- associate diploma with relevant experience;
- lesser formal qualifications with substantial years of relevant experience; or
- attained through previous appointments, service and/or study, an equivalent level of expertise and experience to undertake a range of activities,
- Employees undertaking specialised services will be promoted to this level once they have had the appropriate experience and undertake work related to the responsibilities under this level.
- Employees working as sole employees will commence at this level.

Organisational relationships

- works under general direction;
- supervises other staff and/or volunteers or works in a specialised field.

Extent of authority

- required to set outcomes within defined constraints;
- provides specialist technical advice;
- freedom to act governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures within the clear objectives and/or budget constraints where there are no defined established practices;
- solutions to problems generally found in precedents, guidelines or instructions;
- assistance usually available