



# Position Description

## Employment Consultant

ParentsNext

Agreement

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Signed – Manager

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Signed – Employee

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Date

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Date

**Do all the good you can**  
because every life matters



# Employment Consultant

## 1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“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”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

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

- our clients
- our people
- our operations
- our financials

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

## 2. Overview of Community and Family Care

Wesley Mission’s Community and Family Care teams build resilience and strengthen capacity in the local communities where we work. We will provide front line care to people (within NSW) who seek our services on voluntary basis. We will support 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’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.

The main areas in Community and Family Care are:

- Brighter Futures
- Family Centres
- Targeted Earlier Intervention
- Multicultural Programs
- Worksmart
- Youth Health
- Young Healthy Minds
- Youth Hope
- Financial and Gambling Services
- Emergency Relief
- Specialist Homelessness Services
- Mums and Kids Matter
- Getting it Together
- Assistance with Care and Housing
- ParentsNext
- Executive Management team



### 3. Overview of role

- ParentsNext is funded by Australian Government Department of Education, Skills and Employment

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

The objectives of ParentsNext are to:

- 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 to prepare for employment

Wesley Mission's ParentsNext program operates in 29 sites in the following regions:

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

ParentsNext is delivered in two streams, an Intensive Stream and a Targeted Stream. The Intensive Stream operates in areas identified as having a high level of disadvantage and/or a high proportion of Indigenous parents. The Targeted Stream operates in all non-remote regions excluding any Intensive Stream locations in those non-remote regions.

The Intensive Stream has access to employment-focussed support and incentives including a Participation Fund, Outcome Fees, Wage Subsidies and Relocation assistance to take up a job.

This position works in accordance with SCHADS 5 (Attachment A)

### 4. Relationships

Reports to: Senior Employment Consultant for the region, and the Northern Team Leader

### 5. Major role responsibilities

#### 5.1. Our Clients

The Employment Consultant will

- Work within ParentsNext guidelines and practice principles
- Work within an evidence informed practice to provide services to the target group
- Achieve performance targets including employment, education and social connectedness
- Utilise a strengths based, solution focussed framework 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 at all times
- 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
- Develop, deliver and facilitate activities, workshops or training in areas such as employment skills or job search in order 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
- Ensure compulsory participants are aware of, and understand, their mutual obligation requirements under the program
- 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
- Update and maintain accurate, complete and timely records and referrals in relevant databases
- 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 - these activities and capabilities will proactively enable families to access services and determine the way their support is provided
- Work within the NSW Care and Protection Framework, actively screen for children at risk of harm and report appropriately.
- Work within the NSW Principles guiding the protection of children impacted by domestic and family violence
- Promote Wesley Mission's principle of joined up thinking and collaborative practice

#### 5.1.1 Performance Measures

- achieve 90% client satisfaction
- achieve or exceed all targets
- evidences strengths based, solution focussed framework underpins all practice
- evidences domestic violence and child protection screening is common practice
- evidences the priority target group is accessing the service and given priority access
- evidences quality partnerships and increased cross referrals across sector
- evidences quality partnerships and increased cross referrals within Wesley Mission

#### 5.2 Our people

The Employment Consultant will

- Complete Wesley Mission induction, orientation program and mandatory training, including Identifying and responding to children at risk of significant harm
- 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
- Work with leadership team to develop, implement, maintain and consistently review an evidence informed practice model
- Ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- Attend Life of the Mission events – there is an expectation that all staff will attend Wesley's Thanksgiving Service on the first Sunday in December
- Be part of creating a team culture of support and respect
- Promote and ensure adherence to Wesley Mission brand

#### 5.2.1 Performance Measures

- attend Wesley Thanksgiving Service and/or other Life of the Mission events
- complete induction, orientation and mandatory training

### 5.3 Our operations

The Employment 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, Skills and Employment
- 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
- Embrace new developments and technological innovations including CRM and Carelink+, relevant to Wesley Mission's work
- Maintain industry specific standards and ISO9000 standards as per Wesley Mission's quality assurance policies
- Promote the grievance procedure to all clients and respond in line with the Wesley Mission Grievance Procedure

#### 5.3.1 Performance Measures

- regular reporting requirements are met
- % increase in the number of referrals received from other organisations
- number of local network/interagency meetings attended
- achieved working knowledge of:
  - funding specifications and guidelines
  - Wesley Mission employee handbook
  - relevant policy and procedures

### 5.4 Our financials

The Employment Consultant will

- Maintain Wesley Mission resources



- Adhere to program guidelines

#### 5.4.1 Performance Measures

- Wesley resources are well maintained
- Financial systems are maintained in an accurate and timely manner in accordance with guidelines prescribed by Department of Education, Skills and Employment and Wesley Mission procedures.

### 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

- relevant degree with relevant experience, associate diploma with substantial experience, qualifications in more than one discipline, 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
- experience working in health and/or community case management
- demonstrated ability to engage families at the point of initial service contact, build relationships of trust and cooperation, problem solve and resolve conflict
- extensive child protection knowledge and experience
- Financial literacy level applicable to the role
- high level written and verbal communication skills, with experience developing case summaries and completing child protection reports
- high level ability to liaise, develop and maintain relationships with professional groups and businesses
- ability to work effectively with Aboriginal and Torres Strait Islander (ATSI) and Culturally and Linguistically Diverse (CALD) organisations and communities
- commitment to continuous improvement and WH&S Principles
- willingness to affirm Wesley Mission's vision, mission and values
- flexibility to work some evenings and occasional Saturdays
- current NSW or National driver's license and working with children's check

### Desirable criteria

- strong local, collaborative relationships in health and/or community, local employers and training organisations
- multilingual is an advantage especially Arabic or Vietnamese speaking or extensive experience supporting people whose first language is not English



## Attachment A

# 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.



## Social and community services employee level 5

### Characteristics of the level

- A person employed as a Social and community services employee level 5 will work under general direction from senior employees. Employees undertake a range of functions requiring the application of a high level of knowledge and skills to achieve results in line with the organisation's goals.
- Employees adhere to established work practices. However, they may be required to exercise initiative and judgment where practices and direction are not clearly defined.
- General features at this level indicate involvement in establishing organisation programs and procedures. Positions will include a range of work functions and
- may involve supervision. Work may span more than one discipline. In addition, employees at this level may be required to assist in the preparation of, or prepare the organisation's budget. Employees at this level will be required to provide expert advice to employees classified at a lower level and volunteers.
- Positions at this level demand the application of knowledge which is gained through qualifications and/or previous experience. In addition, employees will be required to set priorities and monitor work flows in their area of responsibility which may include establishing work programs in small organisations.
- Employees are required to set priorities, plan and organise their own work and that of lower classified staff and/or volunteers and establish the most appropriate operational methods for the organisation. In addition, interpersonal skills are required to gain the co-operation of clients and staff.
- Employees responsible for projects and/or functions will be required to establish outcomes to achieve organisation goals. Specialists may be required to provide multi-disciplinary advice.

### Responsibilities

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

- responsibility for a range of functions within the organisation requiring a high level of knowledge and skills;
- undertake responsibility for a moderately complex project, including planning, co-ordination, implementation and administration;
- undertake a minor phase of a broader or more complex professional assignment;
- assist with the preparation of or prepare organisation or program budgets in liaison with management;
- set priorities and monitor work flow in the areas of responsibility;
- provide expert advice to employees classified at lower levels and/or volunteers;
- exercise judgment and initiative where procedures are not clearly defined;
- understanding of all areas of computer operation to enable the provision of advice and assistance when non-standard procedures/processes are required;
- monitor and interpret legislation, regulations and other agreements relating to occupational health and safety, workers compensation and rehabilitation;
- undertake analysis/design for the development and maintenance of projects and/or undertake programming in specialist areas. May exercise responsibility for a specialised area of computing operation
- undertake publicity assignments within the framework of the organisation's publicity and promotions program. Such assignments would be of limited scope and complexity but would involve the co-ordination of facets of the total program including media liaison, design and layout of publications/displays and editing;
- operate as a specialist employee in the relevant discipline where decisions made and taken rest with the employee with no reference to a senior employee;
- undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation;



- plan, co-ordinate, implement and administer the activities and policies including preparation of budget;
- develop, plan and supervise the implementation of educational and/or developmental programs for clients;
- plan, co-ordinate and administer the operation of a multi-functional service including financial management and reporting;
- where the prime responsibility lies in professional services, employees at this level would undertake at least some of the following:
  - under general direction undertake a variety of tasks of a specialised and/or detailed nature;
  - exercise professional judgment within prescribed areas;
  - carry out planning, studies or research for particular projects including aspects of design, formulation of policy, implementation of procedures and presentation;
  - provide reports on progress of program activities including recommendations;
  - exercise a high level of interpersonal skills in dealing with the public and other organisations;
  - plan, develop and operate a community service organisation of a moderately complex nature.

### Requirements of the position

Some or all of the following are needed to perform work at this level:

#### **Skills, knowledge, experience, qualifications and/or training**

- knowledge of organisational programs, policies and activities;
- sound discipline knowledge gained through experience;
- knowledge of the role of the organisation, its structure and services.

#### **Prerequisites**

- relevant degree with relevant experience;
- associate diploma with substantial experience;
- qualifications in more than one discipline;
- 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.

#### **Organisational relationships**

- work under general direction;
- supervise other employees and/or volunteers.

#### **Extent of authority**

- exercise a degree of autonomy;
- control projects and/or programs;
- set outcomes for lower classified staff;
- establish priorities and monitor work flow in areas of responsibility;
- solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.