# Position Description

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| **Position Title**  Workforce Australia Services  Employment Coach | **Reports to**  Workforce Australia Services Team Leader |
| **Award**  Workskills Employee Collective Agreement 2017 | **Minimum Classification**  CO1 |
| **Hours of Work**  Full-time 8.30 a.m. – 5.00 p.m.  Monday to Friday | **Dress Code**  Contemporary professional services attire |

**Prime Function:**

Workforce Australia Services (WAS) Employment Coaches provide the core, frontline participant engagement role within **Workskills’ Workforce Australia Employment Services** in Hobart and Southern Tasmania. WAS Employment Services is an important part of Workskills’ service offering in Southern Tasmania, annually supporting approximately 2500 Tasmanians at-risk of long term unemployment.

Each WAS Coach is responsible for directly facilitating job, training, education and activity outcomes for a caseload of WAS Participants. Each WAS Coach works as part of team reporting to a **WAS Team Leader,** who in turn reports to the **WAS Manager**. WAS Coaches also work closely with **WAS Placement Officers** to help place **WAS Participants** in to jobs and education; and with **WAS Activity Officers** to ensure each WAS Participant has a client-centred program of development activities.

WAS Coaches are responsible for implementing a strengths-based coaching model set out in Workskills’ **WAS Service Manual**. They will be supported to perform this role by a **WAS Practice Specialist**. WAS is a performance driven program, and WAS Coaches will be expected to meet or exceed individual and team targets for **WAS outcomes**.

WAS Coaches will be required to engage with a range of internal and external services to ensure WAS Participants receive appropriate vocational and non-vocational support on their pathway to employment.

**Principal Accountabilities:**

1. Provide client-centred, strengths-based coaching for WAS Participants in accordance with the WAS Service Delivery Manual and the WAS Deed.
2. Manage a caseload of WAS Participants to provide individually tailored coaching support, through individual face-to-face appointments; small group activities; online coaching; and phone-based coaching.
3. Meet individual performance targets aligned with the WAS Performance and Quality Framework and contribute to the achievement of team and whole-of-service performance targets.
4. Coordinate with a range of internal supports and external organisations to provide WAS Participants with targeted vocational and non-vocational support; personal and career development activities; education placements; and work placements.

**Performance Dimensions:**

**1. WAS Coaching**

**End Result: WAS Coaching positively contributes to WA Participants achieving their life, work and education goals.**

* Demonstrate a professional commitment to the delivery of high quality, strengths-based, client centred coaching, specifically tailored for people at risk of long term unemployment in Southern Tasmania
* Understand and implement the WAS Coaching function as set out in the WAS Service Manual, including with support from the WAS Practice Specialist
* Understand and comply with relevant requirements of the WAS Deed, as directed by WAS Team Leaders, the WAS Practice Specialist, and the WAS Manager
* Understand and comply with relevant requirements of Workskills’ quality assurance and information security frameworks, as directed by WAS Team Leaders and the WAS Manager.

**2. WAS Caseload Management**

**End Result: WAS Coaches provide individually tailored coaching to each WAS Participant.**

* Deliver high-quality WAS coaching through a variety of delivery methods, including individual face-to-face appointments; small group activities; online delivery; and phone-based coaching
* Manage WAS Participant commencements; appointments; plans; activities; placements; and post-placement services via the Department’s systems (e.g. ESS Web); Workskills’ internal systems; the WAS Deed; and the WAS Service Delivery Manual
* Facilitate progression of WAS Participants through the stages of Workskills’ WAS service model to support Participant outcomes and maintain optimum caseload size.

**3. WAS Performance**

**End Result: WAS Coaches support WAS Participants to achieve employment and/or progression outcomes that meet or exceed Workskills’ WA Performance Targets.**

* Achieve a set of individual performance targets related to WAS Participant outcomes and activities – and caseload management – in the areas of ‘Sustained Employment’; ‘Progress to Employment’; ‘Quality of Service to Participants’; ‘Quality of Service to Employers’; and ‘Licensing Standards’
* Apply Workskills WAS Service Model to achieve rapid progression and employment outcomes for WAS Participants with high levels of readiness, and ensure all Participants are on tailored pathways to employment
* Maintain a strong understanding of the needs and requirements of employers, and trends in the labour market, and work with WAS participants to meet employer expectations, including through close collaboration with WAS Placement Officers
* Contribute to the achievement of team and whole-of-service performance targets, including proactively supporting other WAS coaches to facilitate outcomes for WAS participants.

**4. Coordinate internal and external service provision**

**End Result: WAS Coaches facilitate WAS Participants accessing vocational and non-vocational services to help achieve their life, work and education goals.**

* Maintain a detailed understanding of the vocational and non-vocational services available to WAS Participants in Southern Tasmania, and support WAS Participants to safely access services matched to their strengths, needs and goals
* Maintain professional working arrangements with vocational and non-vocational service providers to ensure timely, supported, coordinated referrals of WAS Participants into and between services
* Work closely with Workskills’ WAS Activity Officers to enable WAS Participants to access vocational and non-vocational services, programs and activities facilitated by Workskills’ Activity Team.

**Work Health Safety and Diversity**

Workskills Incorporated is a decentralised employer with staff deployed across greater Hobart and Southern Tasmania. Staff may be transferred between locations according to business needs.

Workskills Incorporated is committed to high standards of performance in relation to workplace health and safety and the provision of equal employment opportunity. All employees are expected to maintain safe working conditions and practices and to promote and uphold the principles of fair and equitable access to employment/promotion, personal development and training and the elimination of discrimination and harassment from the workplace.

Workskills Incorporated promotes the introduction and application of information management systems and solutions to optimise its capacity to meet its business objectives. Consequently the successful applicant may work extensively with screen-based equipment.

All employees are expected to utilise information management systems responsibly and in accordance with privacy principles and Workskills Incorporated discrimination and harassment policies. All Workskills Incorporated employees must comply with the Code of Practice, the Safe Children and Young People Code of Conduct, The Service Guarantees and other contractual and legislative requirements under which the organisation operates.

The position is located in a smoke-free, office based environment. Smoking is not permitted in Workskills’ vehicles.

Vision:

Enabling positive change in Tasmanian communities through work, skills and cooperation.

Purpose:

To prepare Tasmanians for work; place Tasmanians in meaningful jobs; and help Tasmanians keep in employment - for the benefit of individuals, families and communities.

Values:

**Integrity**

We do the right thing by each other, our clients, our stakeholders and the Tasmanian community. We are honest, ethical and fair. We match our commitments with outcomes.

**Respect**

We respect the people we work with, focusing on their strengths, knowledge, skills and experience.

**Teamwork**

We work collaboratively to achieve our goals. We are inclusive, bringing people from diverse backgrounds together to achieve common aims for mutual benefit.

**Innovation**

We are adaptable, agile and think outside the box. We foster creativity, adopt technology, and embrace better ways of working.

**Performance**

We are focused on achieving outcomes and we are transparent in measuring our impact.

We are committed to service quality and continuous improvement. We aim to be an efficient and sustainable organisation that helps Tasmanians over the long-term.

**Passion**

We care deeply about Tasmanian communities, and use this passion to motivate people to achieve their goals in work and life.

**Accountability**

Every staff and board member is accountable to themselves, and each other, for fulfilling our vision, purpose and values, and the strategic priorities set out in this plan.

**Selection Criteria**

**Essential:**

* Ability to deliver, (through a comprehensive on boarding and training program), strengths-based, co-designed, client-centred approaches to youth development.
* The ability to understand the needs of a diverse range of people; facilitate people’s preparation for work and/or education; and support people to achieve employment outcomes
* The ability to develop skills in case management, tailoring services for individual clients; managing diverse caseloads with empathy and professionalism; apply service guidelines and models; and use digital case management systems
* Strong interpersonal communication skills, including the demonstrated ability to engage effectively with a diverse range of people, and collaborate professionally with colleagues and external service providers
* Provision of a current satisfactory National Criminal Record Check, and registration to Work with Vulnerable People in Tasmania

**Desirable:**

* Educational qualifications in a relevant field
* Current Tasmanian driver’s licence

**Key Performance Indicators**

**WAS Deed KPIs**

WAS Coaches will contribute to Workskills meeting and exceeding the WAS Deed KPIs, including:

1. “Sustained Employment” (achievement of 12 and 26 Week Employment Outcomes)
2. “Progress to Employment” (successfully assisting WAS Participants to develop skills which increase their likelihood to achieve sustained Employment)
3. “Quality of Service to Participants” (assessment of quality and tailoring of WAS Services provided to Participants)
4. “Quality of Service to Employers” (assessment of the appropriateness of Participant Job Search and quality of service to employers)
5. “Licensing Standards” (compliance with the Service Guarantee, the Service Delivery Plan and the WAS Deed)

**Internal Workskills WAS KPIs**

Each WAS Coach’s KPIs will be established in consultation with the WAS Team Leader and WAS Manager, including (but not limited to):

1. Efficiency KPIs (for example, in relation to time for participant progression; number of appointments completed)
2. Effectiveness KPIs (for example, participant completion of activities or milestones that lead to employment and/or progression outcomes)
3. Quality KPIs (for example, participant survey feedback; assessments by the WAS Practice Specialist)