

IMPACT Community Services

Position Description



JOB CODE: 04.024.02
JOB TITLE: Digital Coach
PROGRAM/SECTION: WORKFit
REPORTS TO: Manager
AWARD: Labour Market Assistance Industry Award 2020
CLASSIFICATION: Employment Services Officer, Grade 2
PROBATIONARY PERIOD: 6 months (monthly reviews undertaken during this period)

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Impact Commitment Statement

Our staff will actively contribute to the organisation’s vision, mission, values, policies and procedures.

In return, our staff will enjoy making a difference in the community, working within a supportive team, with a strong commitment to learning and development; and appreciate significant employment benefits.

What is our vision?	Improving lives
What is our mission?	Building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation
What are our values? What do we expect from our staff and what do our participants expect from us?	<p>Build trust in relationships – Cultivate habits that build positive interactions and experiences with others</p> <p>Empower others – Walk beside someone as they increase their autonomy, self-determination and decision-making capacity</p> <p>Be compassionate – Strive to show kindness and a willingness to support others both in our organisation and in the communities in which we live</p> <p>Celebrate uniqueness – Create a place that is built on dignity and respect and where everyone is welcome</p> <p>Work together – Leverage collective genius to find new ways to think big, experiment and solve shared problems</p> <p>Create positive impact – Use our commitment and drive to energise, engage and inspire others to achieve our shared vision</p> <p>Strive for excellence – Pursue continuous growth, high performance and improvement</p>

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OVERVIEW:

The JOBScan Digital Coach support Cashless Debit Card (CDC) recipients develop fit for purpose resumes and cover letters using the JOBScan software. The Coach also assist with job preparation and interview techniques. JOBScan is one of the programs under the WORKFit suite of programs.

WORKFit comprises four programs each designed to operate as individual programs but once combined create a continuum of supports from developing employability skills through to securing employment. Depending on their level of need, clients enter the program at a stage that best suits their circumstances.

WORKFit's 4 stages include:

1. Accelerate: support developing the resilience and frame of mind to be able to work; this is especially important for clients out of the workforce for an extended period of time
2. JOBGym: support to gain and practice relevant skills and qualifications
3. JOBFit: using sophisticated software to match a client's skills and experiences to local employment opportunities
4. JOBHelp: provides support to develop personal strategies to maintain employment

IMPACT is a Child Safe Organisation and is committed to the safety and wellbeing of children and young people. All employees of IMPACT must follow the National Principles for Child Safe Organisations and all of IMPACT's internal policies and procedures in relation to safeguarding a child or young person.

MAIN DUTIES/RESPONSIBILITIES:

General

- Provide digital support to CDC clients to develop fit for purpose resumes and cover letters using the JOBScan software
- Teach CDC recipients how to use the JOBScan software (training on this will be provided)
- Case management of up to 150 clients
- Facilitate one on one and group resume building sessions
- Monitor software usage to ensure all clients are accessing the JOBScan platform and are progressing with jobsearch activities
- With support from IMPACT's MarComms team, promote JOBScan to employment providers
- Record all interviews and successful job outcomes
- Provide job search support including interview techniques
- Provide employability support as needed
- Maintain contact with clients by using a variety of different communication channels – telephone, email, text message, social media, face to face, and any other which is the clients preferred method of communication
- Monitor client's journey in the program, exiting those who have secure employment or further education
- Maintain a level of contract and operational knowledge that is conducive to satisfying contractual requirements.
- Contribute to regular team meetings that strive to identify work priorities and areas for improvement
- Participate actively in program evaluation and continual improvement activities.
- Prepare reports on client activity and outcomes for submission to the Department of Social Services
- Take reasonable care for personal health and safety in the workplace and that of others
- Other duties as required, taking into consideration the experience and qualifications of the staff member and the level of the position, and including assisting with activities which are beneficial to the wider organization. Where Higher Duties apply the relevant Award will be followed

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CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)

Essential

Experience in:

- developing resumes and cover letters for various positions and industries
- supporting individuals develop interview and employability skills
- Excellent written and verbal communication skills including the ability to quickly create rapport and understand clients strengths and motivators
- Excellent digital literacy across a range of programs, social media and video conferencing
- Relevant life experience and/or demonstrated understanding of the barriers to employment

Ability to:

- deliver one on one and group sessions
- maintain accurate record and to understand and implement contract requirements and guidelines
- set priorities, achieve outcomes and work to contractual KPIs
- Willingness to participate in on-going professional development

Desirable

- Qualification (certificate/Diploma) in relevant field e.g. Employment Services, Community Services or Counselling.
- Experience in:
 - effectively dealing with clients in difficult situations
 - Employment Services, Career Guidance or Community Services
 - telephone counselling situations

LICENSING AND ADMINISTRATIVE REQUIREMENTS

Please note that employment is subject to obtaining/holding all requirements listed below and that failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment period.

- Queensland Driver's Licence / C Class
- This is an NDIS Risk Assessed Role and therefore this position must obtain and hold a Possession of, or willingness to obtain an NDIS Worker Screening Card and Working with Children (Blue Card). There may be a requirement to also obtain a National Police Check (AFP).

Acknowledgement

I have received, reviewed and fully understand the position description for Digital Coach. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

PRINTED NAME

SIGNATURE

DATE