

WHO YOU ARE

What is your division?	Disability Employment Services (DES)
Who do you report to?	Performance and Partnership Leader
What is your team structure?	Performance and Partnership Leader Recruitment Partner Workforce Partner Customer Experience Coordinator

PURPOSE OF YOUR ROLE

This role is focused on finding sustainable employment outcomes for participants within the Disability Employment Services (DES) program by actively identifying opportunities with local employers through business development and securing placements.

The key to success in this role will be brokering and maintaining effective relationships with employers, proactively understanding their resourcing needs, and successfully matching candidates to opportunities.

A solid understanding of people centred case management principles including barrier management is core to continued success.

This role works to sales targets and key performance indicators, within the standards of Disability Employment and continuously seeks to further customer and employer acquisition through exceptional customer service.

ORGANISATIONAL PROFILE



KEY SUCCESS AREAS

	<ul style="list-style-type: none"> Continuously seek customer acquisition opportunities to build a pipeline of program participants through active community engagement and networking.
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<p>Stakeholder Management</p>	<ul style="list-style-type: none"> • Prospect for employer business and identify new and ongoing employment opportunities through cold calling, database, and account management as well as networking and events. • Form committed partnerships with employers with a view to gain repeat business and leverage further partnerships through providing exceptional customer service based on a solid understanding of their current and future business practices. • Develop partnerships with larger employers for volume recruitment opportunities, actively engaging with the NDCO, CoAct and other large disability advocacy organisations, • Engage with community partners to build presence in the region and to support the goal of being the customer provider of choice • An understanding of the local labour market, and the resourcing needs and constraints of employers in order to devise effective solutions • Understand how diversity and inclusion initiatives can be applied in the workplace and effectively articulate to employers and partners the value proposition, benefits, and incentives of employing program participants
<p>Service Delivery</p>	<ul style="list-style-type: none"> • Meet key performance indicators by converting sales leads into sustainable placements • Conduct customer appointments, guide the customer through the process, identify barriers and devise appropriate management plans and pathways utilising networks in the community • Maintain progress reviews and identify next steps at each milestone, ensuring all customers move forward in their journey • Develop strong relationships with customers • Engage with employers to fully understand their hiring requirements, recruitment cycles and maintain relationships with key decision makers
<p>Administration</p>	<ul style="list-style-type: none"> • Organise daily schedules and appointments • Accurate keeping of evidence and attempts to contact
<p>Post Placement Support</p>	<ul style="list-style-type: none"> • Ensure effective and timely communication with customers and employer to deliver post placement care, ensuring employment continues and outcome milestones are reached • Keep contact with customer and employer as reached • Gather evidence to meet administration requirements and submit claims on time • Complete risk assessments and take timely and effective actions to mitigate risks • Record all actions within the required timeframe, ensuring all schedules are maintained regularly with documentary evidence and attempts to contact

WHAT YOU NEED TO SUCCEED

<p>Capabilities</p>	<ul style="list-style-type: none"> • Able to work effectively and collaboratively in a remote team • Exceptional ability to develop and maintain employer relationships and determine key decision makers • Motivated self-starter that can wok autonomously to reach targets • An astute motivator, able to foster genuine and positive relationships with others
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	<ul style="list-style-type: none">• High level of resilience and ability to main calm and keep a positive attitude when responding to a range of situations
Skills & Education	<ul style="list-style-type: none">• Exceptional customer service and interpersonal skills, able to demonstrate empathy with accountability• Excellent oral and written communication skills and able to adapt style to suit audience• Strong problem-solving skills and initiative – able to find solutions and understands the key contract levers that are important in getting people into jobs
Experience	<ul style="list-style-type: none">• Demonstrated recruitment expertise within B2B sales environments, driven to succeed in identifying opportunities and converting into placements• Experience in target based and fast paced environments• Relevant tertiary qualifications or equivalent experience within the Employment Services, Training, Rehabilitation or Community Services or similar sector is highly desirable• Knowledge and application of DES contract Deed and guidelines desirable but not essential• Must possess open car drivers license