



Break O'Day Employment Connect

Position Description Employment Connector (Dorset)

Copyright © 2023 Assurance HR Management Pty Ltd. This document is the intellectual property of Assurance HR Management Pty Ltd. Any disclosure, copying, display, distribution, or use of this information is prohibited without the permission of Assurance HR Management Pty Ltd. Any misuse is strictly prohibited.
Version: V1.5.0

Prepared by Assurance HR Management | PO Box 6170, Howrah TAS 7018
assurancehr.com.au

The workplace problem solvers.

Break O'Day Employment Connect
48 Cecilia Street, St Helens, TAS, 7216.
ABN 99 722 497 212

Position Title	Employment Connector (Dorset)
Reporting To	Senior Employment Connector
Direct Reports	NIL
Location	3 King Street, Scottsdale, TAS 7260
Employment Type	Part Time
Modern Award	Labour Market Assistance Industry Award [MA000099]
Hours of Work	Ongoing and as required
Travel Required	As and when required
Required meetings	As and when scheduled

Mission statement

The Dorset Employment Connect Team is a team of locals, working for locals. We have a passion for work, training and education and strive to engage local people in local jobs.

Position purpose

The Employment Connector plays a vital role in connecting an increasing number of job seekers with employers for sustainable employment across the Dorset region. By fostering personal relationships with job seekers and local industries and organisations, the Employment Connector facilitates genuine connections to build sustainable local capabilities and engagement with a whole of community approach.



Duties and responsibilities

Specific Duties

- Assist with the development, implementation and monitoring of the project, including embedding new, sustainable and scalable local capability and engagement using a whole of community approach to strengthen community cohesion.
- Develop genuine connections between all relevant stakeholders including education, training providers, service providers, community organisations, businesses and industries enabling a flourishing community with high employment levels.
- Create a new focal point which is aligned with an improved approach to meeting the needs of job seekers and local employers.
- Facilitate connections for job seekers looking for employment; someone to help them achieve their goals and support them in addressing their needs.
- Facilitating connections for employers looking for someone to employ and be supported to retain them post-recruitment.
- Provide regular local reports to the Project Manager in relation to establishment and operation of employer and Jobseeker connection activities.
- Using the Online Hub, assist with the coordination and facilitation of interaction between existing programs, projects and stakeholders.
- Assist with promotion of and support access to the Online Hub for employers.
- Identify potential career coaches so as to assist with the delivery of the program.
- Develop a strong understanding of the barriers to employment experienced by employers locally.
- Work with Employers, Job Seeker Connectors and other stakeholders to overcome barriers being experienced.
- Maintain strong working relationships with local employment providers ensuring that funded support programs are utilized for Job Seekers.
- Identify appropriate training opportunities and funding sources to ensure appropriate and relevant training is delivered to Job Seekers, existing employees and employers.
- Support the team in the development and implementation of specific school-based pathways to employment, including access to work experience.
- Promote availability of school-based apprenticeships and traineeships and support employers to take advantage of these programs.



- Comply with the requirements of the relevant Work Health and Safety legislation and associated regulations.

General Duties

All workers of Dorset Employment Connect are responsible for:

- Adhering to all Break O'Day Employment Connect policies and procedures, as they are updated over time. Workers will be provided with copies of these policies.

In particular, compliance with:

- Workplace Health and Safety Policy
 - Immediately report any identified hazards, whether real or potential, to a supervisor or manager. If safe to do so, take immediate action to remove the hazard.
 - Ensure a safe, clean, and orderly workplace environment at all times.
- Code of Conduct Policy
 - Follow all lawful and reasonable directions from Break O'Day Employment Connect, its managers, or supervisors.
 - Refrain from any unlawful activities while on work premises or using any Break O'Day Employment Connect resources.
 - Consistently treat all stakeholders, including colleagues, clients, and visitors, with courtesy and respect.
- Performing additional duties outside of your specific responsibilities as required. Provided these instructions are lawful, reasonable, and within the scope of your competence and training, it is expected that you comply with them.

Customer Relations

At Dorset Employment Connect delivering exceptional customer service is a priority.

Workers are expected to:

- Maintain professionalism and courtesy in all interactions with clients, ensuring they feel valued and respected.
- Communicate effectively and address customer concerns promptly and satisfactorily.
- Strive to exceed customer expectations whenever possible, contributing to Dorset Employment Connects reputation for excellence in customer relations.



Authority

The Employment Connector is authorised to autonomously execute tasks related to project implementation, community engagement, and stakeholder coordination within the Break O'Day Employment Connect project framework.

Whilst major decisions are made collectively, they have authority to provide input, take initiative, and ensure adherence to company policies in advancing project goals.

Accountability

The role involves completing assigned tasks without significant decision-making authority. Major decisions are typically made collectively or overseen by higher management. The focus is on efficiently executing tasks according to Break O'Day Employment Connect standards and timelines.

Required skills and qualifications

Education and qualifications

Workers must have or be able to and willing to obtain the following:

- Working with Vulnerable People card (WWVP)
- Current First Aid certificate
- National Police Check
- Current Australian Drivers Licence
- Comprehensive Motor Vehicle insurance if using their own vehicle

Previous experience

- At least 5 years' experience in a similar position requiring strong administrative and customer service skills.

Specific skills required

- Highly organised and able to plan, set priorities and work effectively and efficiently.
- Able to work independently.
- Compassionate and empathetic nature with an ability to demonstrate active listening and open curiosity.
- Excellent interpersonal skills.



Break O'Day Employment Connect
Position Description: Employment Connector (Dorset)

- Effective communication with a wide range of stakeholders.
 - Attention to detail.
 - Physical fitness and strength.
 - Time management skills.
 - Basic computer skills for record-keeping and documentation.
 - Following procedures and protocols and identifying/addressing gaps in process and areas of risk.
 - Teamwork and collaboration skills, with a commitment to maintaining a positive culture and ability to help other team members in peak periods.
 - Advanced problem-solving abilities.
 - Adaptability and flexibility in various tasks and situations.
 - Safety awareness and adherence to health and safety guidelines.
 - Ability to work ethically and maintain appropriate confidentiality.
 - Well-developed computer skills, including a range of software packages
 - Ability to handle emotional situations with sensitivity.
-



Performance measures

Customer Service:

- Demonstrates a high level of customer service with a complex product or service.
- Establishes and nurtures genuine and positive relationships with customers, ensuring satisfaction and trust.
- Demonstrates a high level of understanding of barriers within the network and identifies and implements solutions.
- Offers a high level of support to local employment suppliers.
- Ensures the effectiveness of training programs in meeting the needs of employers.
- Builds upon the levels of engagement regarding work experience and pathways to employment.

Business Processes:

- Executes tasks efficiently, adhering to administrative procedures for smooth operations.
- Upholds high standards of work quality to meet Dorset Employment Connect expectations.
- Timely and accurate reporting of project transactions.
- Effective operation of and growth in usership of the Online Hub.
- Identifies and assists in securing career coaches.
- Monitors and expands upon the participation level of employers and job seekers within the program.
- Identifies and assists in securing funding support.
- Demonstrates an understanding of the labour market, employment pathways and training systems.

Teamwork:

- Demonstrates respect and courtesy towards colleagues, fostering a cooperative environment.
- Shares newfound knowledge with the team, contributing to collective growth and improvement.
- Offers assistance across roles within one's skill set to support team success.



- Maintains an approachable and positive attitude, enhancing teamwork and morale.

Safety Compliance:

- Maintains a safe, organised, and tidy work environment, promoting well-being for all.
- Adheres to Break O'Day Employment Connect Workplace Health and Safety (WHS) policies and procedures.
- Reports hazards or incidents promptly to prevent accidents or injuries.
- Ensures timely completion of WHS safety reports to address concerns effectively

Psychosocial Hazard Recognition and Mitigation:

Recognition and Assessment:

- Identifying and evaluating psychosocial hazards within the workplace, such as high work demands, interpersonal conflicts, or lack of support systems.
- Regularly assessing the psychological well-being of workers through surveys, interviews, or observations to identify potential areas of concern.

Collaborative Mitigation:

- Working collaboratively with colleagues and supervisors to develop and implement strategies for addressing and mitigating psychosocial risks.
- Encouraging open communication and dialogue among team members to identify and address issues as they arise.
- Providing training and resources to support workers in managing stress, conflict resolution, and building resilience.

Mental Health Promotion:

- Creating a work environment that promotes mental health, resilience, and well-being among both staff and clients.
- Offering mental health awareness programs, workshops, and resources to educate workers on self-care practices and coping strategies.
- Encouraging a culture of support, inclusivity, and empathy where individuals feel comfortable seeking help and support when needed.



Reporting and Action:

- Encouraging workers to report any concerns related to psychosocial hazards to their reporting managers or designated authorities.
- Ensuring that reported concerns are taken seriously, investigated promptly, and appropriate actions are taken to address them.
- Providing support and resources to workers who may be experiencing psychological distress, including access to counselling services or employee assistance programs.

Right to Disconnect (RTD):

In alignment with our commitment to work life balance and worker well-being, this role acknowledges the “Right to Disconnect”. The RTD refers to the workers right to disengage from work communications and work-related tasks outside of their normal working hours, except in cases where specific remuneration applies for after hours availability.

1. **Normal Working Hours:** This position adheres to the regular working hours outlined in the employment agreement or as specified in the role’s conditions.
2. **Communication Channels:** The primary mode of communication during normal working hours will be Microsoft Teams In urgent situations that require immediate attention outside normal working hours, the Project Manager will be contacted to request an urgent callback.
3. **After-Hours Communication:** Communication between management and the worker outside of normal working hours should respect the RTD unless the workers role explicitly includes the need for after-hours availability, in which case appropriate remuneration (such as a minimum shift payment or other agreed compensation) will be provided.
4. **Mutual Understanding:** Both the employer and the worker must respect the RTD policy in terms of sending and receiving communications outside working hours. Any variation from this including expectations for after hours availability, should be discussed and agreed upon, with appropriate compensation arrangements.



Performance appraisal and performance management

This position will be required to attend performance appraisals at regular intervals as required by Break O'Day Employment Connect. The purpose of the performance appraisal is to facilitate the open exchange of actual performance, any requirements for change or adjustment/s to the role and to allow for feedback from both parties.

This position will also be required to undergo performance management counselling and direction if deemed appropriate by Break O'Day Employment Connect.

Probationary period

This position is subject to probation for a period of three (3) calendar months from the Commencement Date. Break O'Day Employment Connect may, at its absolute discretion, extend the probation for a period of three (3) additional months being a total probation period of six (6) months by written notification to you prior to the completion of the initial three (3) month probationary period.



This Position Description forms an integral part of any offer of employment Break O'Day Employment Connect and will sit alongside any employment agreement executed between you and Break O'Day Employment Connect.

By signing below, I acknowledge I have received and read a copy of my position description, and I understand the requirements of the position. I do not know of any reason why I would not be able to complete the duties as listed above. If I am unsure of anything outlined above, I will contact the Project Manager for clarification.

Worker Name: _____

Signed: _____

Date: _____



AHR products and services.



Human resources

AHR can be your local HR Specialists offering expert and strategic HR advice, documentation (including Position Descriptions, Employment Agreements and Workplace Policies) and other resources to support an ever-changing world. Each business is unique, and we understand many businesses cannot afford their own HR department, AHR can be that for you.



Workplace health & safety

Workplace Health and Safety is a critical business responsibility requiring a high level of compliance. AHR can work with you on all aspects of WHS including tailored WHS policies and procedures, site safety assessment and management, compliance documentation and training in all matters WHS.



Recruitment services

AHR can assist your business with all matters related to recruitment of personnel and maximise your chances of identifying the right person to join your team. AHR services start with the development of tailored position descriptions suited to your industry and business through to the selection of suitable candidates for your consideration.



Industrial relations

AHR can assist your business with IR matters such as performance reviews, performance management, disciplinary procedures and workplace disputes. These workplace issues can seriously impact on workplace culture and performance.



Workers compensation

All workers have a right to a safe and healthy workplace but in the event injury or illness does occur all worker's also have a right to worker's compensation. AHR can manage the whole worker's compensation process for your business from the initial incident reporting procedure and documentation, the management of the return to work process and the coordination of all parties involved in worker's compensation.



Workplace training

Training in a workplace ranges from induction training to training in policies and procedures, specific WHS training in subjects such as Manual Handling and the risk of Hazardous Substances in the workplace. All workers must be fully qualified and trained in all responsibilities associated with their job and AHR can tailor training modules for your business and provide expert trainers for the delivery of this critical aspect of WHS.

Assurance HR Management

Postal Address
PO Box 6170, Howrah TAS 7018

Head Office
Level 3, 85 Macquarie Street, Hobart TAS 7000

Offices in Hobart & Launceston, Mobile Services
by appointment Burnie, Devonport & Huonville

1800 577 515 | info@assurancehr.com.au

assurancehr.com.au



Assurance HR Management

The workplace problem solvers.