



Department	Workforce Australia (WAS)
Title	Employment Coach
Created	1 Apr 2022
To be Revised	1 Apr 2025

Role Title	Employment Coach
Job Type	As per Employment Contract
Work Hours	As per Employment Contract
Award	The Labour Market Assistance Award 2020
Classification	Employment Services Officer Grade 2
Location	As per Employment Contract
Manager	Site Manager
Direct Reports	Nil

Our Values

- **Respectful:** We embrace diversity and provide an inclusive workplace
- **Accountable:** We take ownership of our decisions and our actions
- **Ethical:** We act with honesty and transparency
- **Sustainable:** We seek ways to minimise our impact on the environment
- **Engaged:** We empower and support others to make decisions

1. Principal Function

The Employment Coach is responsible for delivering high level customer service through matching customers to the most effective interventions to move them into work as quickly as possible. The Employment Coach will work with customers to identify and address employment and non-employment related issues. This may include referrals to counselling, facilitating in-house activities and linking with specialist support organisations.

The main role of the Employment Coach is to effectively address customer's barriers and move them into more engaging activities and therefore support them to move into sustainable employment.

2. Areas of Responsibility

Please note that this is not an exhaustive list. Your duties and responsibilities may change in accordance with the requirements of the business as directed by Workways management.

2.1 Culture

- Adherence to Workways Values and Code of Conduct

2.2 General Responsibilities

- Ensure that the requirements of the program and expectations to be actively engaged in seeking work or actively preparing for seeking work is understood by the customer.
- Identify and coordinate delivery of assistance for customers that will improve their employment prospects – through building self-esteem, facilitating access to non-vocational and vocational interventions, access to activities at the site and job matching.
- Positively impact on customers by assisting them into sustainable employment, supporting them with their Mutual Obligations and assisting them with moving closer into the labour market.
- Deliver and facilitate training to groups of customers to improve their job searching skills
- Develop and maintain relationships with community organisations to ensure holistic support is provided when required.
- Review Job Plans on a regular basis to ensure that current activities and job search requirements are reflected, and Job Plan is current.
- Maintain current privacy and consent forms are completed for each customer.



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- Document contacts in ESS, JobReady and Workways IT systems.

2.3 Compliance

- Adherence to all Workways policies, frameworks, processes and procedures.
- Adherence to all statutory obligations and requirements such as, but not limited to:
 - Workplace Health and Safety
 - Privacy and Confidentiality
 - Employment Services Code of Practice and Service Guarantees
 - Anti-discrimination Legislation
- Compliance with all standards and accreditations required under funding deeds and contracts.

3. Key Relationships

3.1 Site Manager

- The Employment Coach is responsible to the site Manager for accomplishing the work areas outlined in this role description. All work is to be accomplished with accuracy, within prescribed milestones and in accordance with Workways policies and procedures.

3.2 Workways staff

- The jobactive team works in synergy with other departments to deliver excellent customer service and solutions in accordance with agreed engagement protocols and processes.
- The role has key relationships with the following departments:
 - Disability Employment Services
 - Corporate Services
 - Youth and Community Programs

3.3 Customers

- The Employment Coach is required to professionally engage with Workways customers on a day-to-day basis using the most appropriate methods of customer support and communication.
- Any sensitive information collected during performing your duties is to be used only for the purpose for which it was collected.

3.4 External stakeholders

- Customers/Job Seekers
- Employers
- Business leaders
- Community organisations
- Government departments

4. Key Competencies

- Leadership
- Sales capability
- Stakeholder Engagement & Customer Service
- Coaching & mentoring
- Results Focused
- Attention to Detail
- Teamwork
- Adaptability
- Communication skills (written & verbal)

5. Performance Indicators

- Job Placements
- Conversion from placement to outcome
- Customer engagement level



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- Comply with Quality Assurance Framework principles for Employment Services.

6. Key Selection Criteria

6.1 Administration and support

- Intermediate Information Technology and administration skills.
- Demonstrated skills and experience in Microsoft Office applications including Excel, Word, Outlook and PowerPoint.

6.2 Customer service skills

- Experience in providing support to customers experiencing disadvantage and an understanding of working with people with complex social and employment barriers
- A high degree of professionalism, integrity and confidentiality when liaising with internal and external customers.
- Demonstrated ability to effectively communicate both orally and in writing with internal and external customers.

6.3 Interpersonal skills

- The ability to work as part of a team to achieve set goals.
- Demonstrated ability to effectively facilitate small groups.
- Capacity to work independently with minimal direction and collaboratively in a team environment.

6.4 Compliance

- Proven ability to work within a contractual compliant environment.
- A proven track record of achieving performance targets and time management skills to meet deadline.
- Demonstrated understanding of integrated Risk Management and WHS processes and systems, and the relationship to the position.

7. Position Requirements

7.1 Essential

- Criminal History check
- The Right to Work in Australia
- Working with Children/Vulnerable People Check
- Current valid driving licence
- Occasional travel
- High level competence in Microsoft suite

7.2 Desirable

- Qualifications or equivalent experience working in Employment Services or related fields.

8. Physical Requirements

- Computer based tasks (continuous)
- Standing (intermittent)
- Sitting (continuous)
- Walking (frequent)
- Light Lifting/carrying (intermittent)
- Driving (occasional)

Key:

Intermittent: Activity may be required very infrequently

Occasional: Activity required occasionally, not necessarily every day

Frequent: Activity required most days, up to 50% of the time

Continuous: Activity that exists for the majority of each day and move involve repetitive movement for prolonged periods.



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I have read and understand what is required of me to be successful in the role.

Employee Name		Signed on behalf of Workways (insert name)	
Signature		Signature	
Date		Date	