



Department	Transition to Work (TtW)
Title	Post Placement Support Officer
Created	1 Apr 2022
To be Revised	1 Apr 2025

Role Title	Post Placement Support Officer
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	Program Coordinator
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 Post Placement Support Officer (PPSO) co-ordinates and delivers support tailored to job seekers' needs following placement into employment. This role works closely with Employment Consultants and Recruitment Officers to provide job seekers and employers with optimal solutions to sustainable employment outcomes.

The Post Placement Support Officer will provide mentoring and guidance, motivation and high levels of support. Critical to the success of this role is a determination to ensure that every job seeker and their employer is provided with the most appropriate support to ensure sustainable employment that leads to outcomes.

The PPSO will be tasked with ensuring that all support is documented in accordance with Workways policy and procedures and TtW Deed and any supporting guidelines. A key element of this role is to collect appropriate documentary evidence for claims and outcomes in accordance with the Deed and Documentary Evidence Guidelines. All transactions must be compliant and in line with the TtW Deed.

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

- Provide quality post placement support that establishes effective relationships with customers, employers and education providers from placement to achievement of relevant outcomes.
- Liaise effectively with employers and education providers to understand their requirements and foster an environment that creates open communication regarding a customer's progress.
- Monitor customers progress towards achieving the required employment and education outcomes, including reviewing their declared income to Services Australia where appropriate.
- Flexibility to deliver quality Post Placement Support to customers and Employers within their work environment.



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- Appropriate use of spending to support training, development and additional goods and/or services required to sustain employment.
- Provide mentoring support and direction that utilises innovative strategies to facilitate suitable and sustainable employment and education placements and other positive outcomes for the customer.
- Ensure a thorough understanding of contractual and legislative requirements, in particular a comprehensive knowledge of Outcome and Documentary Evidence Guidelines.
- Ensure compliance with contractual obligations through maintaining accurate records.
- Work with the Workways Retention and Claims Team.
- Provide appropriate documentary evidence to support claims and outcomes to the centralised claims team.
- Utilise Workways systems to record Post Placement Support and load required documentary evidence for outcome claims.
- Assist in identification and reporting of risks, as well as jobs and/or education no longer tracking.
- Provide monthly forecasts of claims due for submission to support the region to meet financial targets.
- Work closely with the TtW and other local Workways program staff to save at-risk employment outcomes.
- Comply with the requirements of Workplace Health and Safety (WHS) legislation, and related WHS procedures developed by Workways.
- Any other duties as directed.

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 TtW Program Coordinator

- The Post Placement Officer is responsible to the TtW Program Coordinator 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 Youth and Community Services 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:
 - Workforce Australia Services
 - Disability Employment Services
 - Centralised Claims Team
 - Corporate Services

3.3 Customers

- The Post Placement Support Officer 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

- Employers
- Education Institutes
- Community organisations
- Government departments

4. Key competencies



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

5. Performance Indicators

- Comply with Workways Code of Conduct, organisational policy and procedures and other relevant legislations.
- Achieve agreed performance and quality targets.
- Comply with Quality Assurance Framework principles for Employment Services.
- Participation in integrated risk management & WHS activities and education.
- Compliance with WHS policies, procedures and guidelines.

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

- Demonstrated experience in establishing productive working relationships with a diverse client base through effective communication, negotiation and the delivery of excellent customer service.
- 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.
- Capability to resolve conflict and appropriately deal with people who have significant barriers to employment an advantage.
- Capacity to work independently with minimal direction and collaboratively in a team environment.
- Exceptional problem solving and the ability to innovate with working with key stakeholders.

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



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- High level competence in Microsoft suite

7.2 Desirable

- Qualifications or equivalent experience working in Employment Services or sales/marketing industries.

8. Physical Requirements

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

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.

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	