

## POSITION DESCRIPTION

### Position details

<b>Position Title:</b>	Industry Liaison Officer (ILO)
<b>Program Area:</b>	Engagement, Support and Employment Team
<b>Classification Level:</b>	General Staff, Educational Services (Post-Secondary Education) Award 2020 Level 6
<b>Position Status:</b>	Full Time/Part Time - negotiable
<b>EFT:</b>	1.0
<b>Version:</b>	1.0
<b>Date of Preparation:</b> <i>(this version)</i>	4 March 2022

### Signatories and endorsements

<b>Supervisor Title:</b>	Industry Liaison Officer Team Leader
<b>Supervisor Signature:</b>	
<b>Manager Title:</b>	Manager - Engagement, Support and Employment Team
<b>Manager Signature:</b>	
<b>Incumbent Name:</b>	
<b>Incumbent Signature:</b>	

The Centre encourages all people of diverse backgrounds to apply to join its team including but not limited to Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse (CALD), Sex, sexuality and gender diverse (LGBTQIA+) community and those living with a disability.

### Position summary

As an Industry Liaison Officer (ILO) with The Centre you will work within The Centre's Engagement, Support and Employment Team to support and facilitate the engagement and learning journey of people who have significant barriers to engaging in formal education, skills training and employment.

ILOs will interact with employment stakeholders, identify key industries suitable for our cohorts, broker conversations with employers, and partner with employment brokers from other agencies (e.g. Dept of Justice). They will participate in arranging for employers/industries undergoing recruitment drives to deliver 'workplace-based employability skills' course for groups of suitable job seekers engaged in The Centre's jobseeker programs.

ILOs work with learners/clients to improve their employability, connect them to employment opportunities and support them to achieve and sustain long-term employment outcomes. Key to this is understanding local existing and emerging labour market needs and ensuring appropriate training pathways are available.

The Centre has a range of programs designed to support learners/clients at various stages of their journey through learning, education and employment that our ILOs interact with and support. The programs ILOs support include:

- Reconnect – a Victorian State Government funded program that uses a case management approach to engaging learners and providing timely interventions as required to support continued engagement in an education program and an employment outcome. These interventions may be provided by The Centre, and/or specialised services provided by partner organisations. A key outcome of this program is learner enrolment in a vocational education and training program and subsequent employment.
- Jobs Victoria Employment Services, Specialised Stream – Finding Strengths, which supports long-term unemployed Victorian jobseekers (or at risk of long-term unemployment) who have one or more learning difficulties based on neurodiverse conditions requiring specialised intervention and support to engage in education and achieve employability. Key deliverables include placement in employment and 26-week employment outcomes.

NOTE: A youth-specific team delivers the Finding Strengths program to youth offenders or those at risk of offending under age 18. Referrals should be made to that team when appropriate for learners/clients' underage of 18.

The ESE team also provides specialised courses and programs designed to improve engagement and outcomes. ILOs may be trained to facilitate any one of these programs, if appropriate. They include the following.

- I Am – which supports self-discovery and is a hope-filled goal setting positive psychology course.
- Strengthening Family Connections – a family therapy-based program that provides opportunity for members of families experiencing dysfunction to reframe the family system and develop communication, conflict management and other skills.
- SARA – a financial empowerment program designed to support women experiencing family violence.

## **About The Centre**

### ***Our Vision***

Vibrant communities that value learning

### ***Our Purpose***

The Centre works with local communities to empower individuals to unlock their potential through participation, connections, pathways and learning.

### ***Our values and behaviours***

These values and behaviours guide us in how we do things at The Centre. Their purpose is to guide the Board, management, staff and our learners and clients as they interact with us and our communities.

#### ***Respect***

We respect the right of all people to access opportunities to learn, grow and achieve the goals that are appropriate for them as an individual within their own circumstances.

#### ***Integrity***

We value excellence and accountability in everything we do. We are committed to always being honest and trustworthy.

#### ***Empathy***

We provide a safe environment that embraces diversity and equality. We value every person's potential and their right to take action to improve their lives.

#### ***Collaboration***

We work in partnership with stakeholders, using their knowledge and skills and our own to create programs and services that add value to the lives of our people and communities.

For additional information relating to joining us and working at The Centre, please refer to Our Culture on our website.

### Organisational environment

The Centre for Continuing Education Inc is a Registered Training Organisation (RTO) providing vocational education and training, and other learning and education programs in communities throughout the Victorian Hume region, including both large and smaller regional locations. The Centre, a community-owned not-for-profit adult and community education college, was established over 55 years ago. It operates a unique blend of community building programs, learner engagement support and education programs for people with low educational attainment and multiple challenges through to people seeking entry into the workforce. The Centre also offers a range of community programs to build the capacity of and achieve beneficial outcomes for our communities throughout the Hume region. These are provided through Sport North East Regional Sports Assembly, and the Community Development teams. This provides us with significant opportunities to support and work with people in the community to overcome barriers and challenges to enable them to fully participate socially and economically in our communities.

The Centre operates out of campuses in Wangaratta, Benalla, Shepparton and Seymour, and through local partnerships throughout the Hume Region.

The Centre's departments are:

1. Vocational Education and Training (VET)
2. Engagement, Support and Employment
3. Sport North East (Regional Sports Assembly) and Community Development.

These program areas are supported by the Business Operations Division, and Quality and Compliance Department. The Business Operations Division supports The Centre with Finance and Payroll, Human Resourcing, I.T. support, and Facilities Management and Marketing. Special Projects report directly to the CEO.

The Centre is a Child Safe organisation, committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives.

The Centre is committed to building and nurturing a workplace that is free from discrimination, victimisation and allows for equal opportunity, including employment of Aboriginal and Torres Strait Islander people.

### Reporting relationships

Reports to:	Industry Liaison Officer Team Leader
Supervises:	None

### Contacts

Internal relationships	ESE Team, including Learning Engagement and Employment Officers and Youth-focused Finding Strengths team; VET team; Quality and Compliance and all other Centre staff
External relationships	Program/project partners, referral agencies, support services and other relevant stakeholders

The Centre operates through a collaborative, integrated team-based structure.

### Resource delegation

Budgeted purchasing delegation as per The Centre's Delegations Policy.

**Key responsibility areas (KRAs)****1. Relationship management with employers and key stakeholders**

- 1.1 Provide job service agencies, Community Corrections and other related agencies with promotional information regarding The Centre's programs and build referral pathways to suitable employment for participants.
- 1.2 Develop and maintain positive, open and collaborative working relationships with job service agencies and other key agencies to ensure availability of employment opportunities for program participants. Where appropriate establish documented Collaborative Practice Frameworks to underpin partnership.
- 1.3 Develop relationships with employers and industry networks that are suitable for our jobseeker cohort. Develop understanding of employment cycles (e.g. casual pool), workforce needs, skills need particularly for low skilled entry-level workers.
- 1.4 Identify suitable workplaces to participate in workplace-based employability skills courses. Work with Training Design Team to contextualise the course to the workplace and ensure finished product delivers on required employability skills of the workplace.
- 1.5 Liaise with agencies to identify other networks of strategic interest to The Centre's jobseeker and employment programs.
- 1.6 Constructively engage and participate in meetings as required to discuss the current labour market and potential employment opportunities, progress and challenges.
- 1.7 Provide regular updates and help identify issues that may impact on the success of the program.
- 1.8 Promote The Centre's jobseeker and employment programs at relevant stakeholder forums as required.

**2. Jobseeker support**

- 2.1 Receive referrals from LEEOs and ensure prompt follow up and connection with jobseeker to establish a working and supportive relationship.
- 2.2 Working with the jobseeker, add job specific and employability learning requirements, goals and actions to their Individual Learning, Employment and Achievement Plans (ILEAP) throughout the jobseeker's engagement with The Centre.
- 2.3 Undertake or ensure each jobseeker undertakes the Employment Readiness Scale tool on a regular basis and subsequent action plans are reflected in their ILEAP.
- 2.4 If appropriate, ensure understanding of a jobseeker's learning difficulties are included in the ILEAP as it relates to employability and requirements for support when in employment. Develop a clear understanding of what needs to be communicated to prospective employers regarding learning difficulties, key strengths to be leveraged, and any reasonable adjustments to suggest to an employer. This should be done in consultation with the jobseekers ensuring understanding of what strategies are likely to work for them.
- 2.5 Coach jobseekers:
  - 2.5.1 Introduce employment opportunities and engage their aspirations through setting practical and achievable employment goals
  - 2.5.2 on ways to present themselves, and communicate and demonstrate core work skills in interviews
  - 2.5.3 to access the hidden job market through cold calling by providing suggestions gathered through ILO-employer relationships
  - 2.5.4 on how to leverage any networks and contacts they may have been able to develop (e.g. through sporting club membership).

- 2.6 Participate in team case management meetings\* to discuss:
- jobseeker progress and challenges
  - expectations on the delivery and outcomes of training and assessment for individual learners, and
  - industry involvement and learner opportunities for employment (e.g. work experience, exposure to workplaces) as appropriate.

\* Team case management meetings will include LEEOs, Industry Liaison Officers, teachers and other relevant personnel (internal and external) as required.

### 3. Jobseeker case management

- 3.1 Working within a case management framework and using strengths-based principles, provide intensive and ongoing support to learners/clients to assist them to use their own strengths to identify suitable employment opportunities providing appropriate support as required to improve employability.
- 3.2 At times, participate in facilitating engagement and skills development programs as trained facilitators.
- 3.3 Where appropriate, link jobseekers to timely intervention to address issues and challenges through discussion with their LEEO.
- 3.4 Working with LEEO, link clients/learners to community and pro-social networks (e.g. sporting and other clubs, volunteering opportunities).
- 3.5 Upon graduation from the program(s), work with the learner/client to finalise ILEAP to outline future employment pathways and further industry qualification goals (e.g. apprenticeship).
- 3.6 Support, maintain and complete documentation of case management records, data and statistics gathering as required for appropriate participant management and monitoring, and to ensure funding body reporting requirements.

### 4. General

As a staff member of The Centre:

- 4.1 Contribute to The Centre's commitment to providing a child safe environment. This includes compliance with and support of The Centre's Child Safe Policy and related procedures, and Child Safe Code of Conduct.
- 4.2 Contribute to the process of continuous improvement, including new initiatives of The Centre.
- 4.3 Comply with the Code of Conduct and all policies and procedures of The Centre.
- 4.4 Comply with OH&S and Equal Employment Opportunity (EEO) requirements of The Centre.
- 4.5 Maintain excellence in customer service, a respectful and inclusive attitude to diversity, and commitment to continuous learning and improvement, to support The Centre's strategic growth and development.

*Note: The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.*

*Specific performance targets will be negotiated as part of The Centre's regular performance planning and review process.*

### Accountability and authority

The incumbent will work within The Centre's policies, procedures, quality management processes and compliance requirements.

### Additional information

A six-month probationary period applies to this position.

The incumbent may be required to travel as part of completing the required duties of the role.

**Skills, knowledge and abilities****Required key selection criteria (these criteria only to be addressed in employment application)**

1. Experience and capability, or demonstrated aptitude, to interact and relate to people with significant barriers to accessing education and employment, including low educational attainment, lack of self-confidence, mental health issues, trauma associated with domestic or other violence, and interaction with the justice system.
2. Experience and demonstrated understanding of using a strength's-based approach to providing support and case management to those experiencing disadvantage or difficult circumstances, including to support them to gain employment.
3. Understanding of local industry and employment environment, and ability to develop productive and collaborative networks and relationships with employers and industry bodies to understand their skills needs and identify employment opportunities.
4. Ability to support jobseekers in exploring job and career opportunities, assisting them to set goals and plans for success.

**Other required skills and knowledge**

1. Strong communication and interpersonal skills that include the ability to provide open and honest feedback in a respectful manner.
2. Demonstrated ability to work autonomously, and as part of a team to develop and achieve team goals and program outcomes.
3. Demonstrated initiative and ability to adapt to change, a positive can-do attitude and willingness to accept responsibility for decisions and actions.
4. Strong time management skills with the ability to multi-task and deliver to required timeframes while maintaining a high attention to detail.
5. Excellent verbal, written and interpersonal skills
6. Strong computer skills with experience using Microsoft Outlook, Word, Excel and databases.
7. Ability to exercise discretion and maintain confidentiality within legal constraints around this.

**Highly Desirable**

- Experience within the education and/or justice sectors.
- Experience with trauma-informed practice.

<b>Qualifications and Licences</b>	<b>Essential/Preferable</b>
Bachelor or Diploma qualification in social work, youth work, family therapy, education, social sciences	Preferable
Extensive experience in working within a jobseeker support role, and interacting with employers to achieve employment outcomes for unemployed jobseekers	Highly preferred
Current employee Victorian Working with Children Check Card (WWCC)	Essential
Satisfactory National Police Records Check	Essential
Current Australian Drivers Licence	Essential

**Salary and conditions**

- The Centre is a registered charity and holds Public Benevolent Institution status. Salary packaging is available.
- Staff participate in developing their Individual Performance Plans each year.
- The Centre is committed to supporting professional development of its staff, which is established through each staff member's Individual Learning and Development Plan.
- Based in Wangaratta