

JOB DESCRIPTION

Vision Statement:

Working together. Developing People. Transforming Lives
Ka whanake ake te hunga me te huringa o nga orang

This Position Description is an important guide for you to perform successfully. It is a dynamic source of information which means it will be updated from time to time to keep aligned with business needs and strategies including technological requirements or statutory changes.

Title	EMPLOYMENT CONSULTANT/TUTOR – MĀTANGA MAHI/KAIAKO	
Reports to	Employment Programmes Manager – Āpiha Mahi Papatono	
Key Relationships	Internal Stakeholders <ul style="list-style-type: none"> • Management team • Staff • Students and Clients 	External Stakeholders <ul style="list-style-type: none"> • Community organisations • External Agencies & Service providers to HLC/LTTM • Employers/businesses
Purpose of the Role	Responsible to offer work focused training, employment pathway planning and guidance to clients on a range of benefits to assist them into suitable sustainable employment / or enrolment in higher tertiary education, as agreed with funding agencies. The effective outcomes of this role should contribute to client's wellbeing and benefit independence. Responsible to build and sustain employer, and other stakeholder relationships.	
Updated	December 2021	

KEY RESPONSIBILITIES

1. CONDUCT SKILL ASSESSMENT AND CAREER PLANNING SESSIONS

Specific Responsibilities	Measures of Success
<ul style="list-style-type: none"> • Conducting an interview with each potential client to assess their suitability. • Explore all factors present in the client's life which could impact on their potential to transfer successfully into employment, and which would require additional interventions or support programmes which must be agreed by the client. • Prepare an Individual Employment Plan encouraging expression of personal values, goals, and aspirations by each client. • Identify, recommend, and arrange required community services or training which might be required to support each client as appropriate. 	<ul style="list-style-type: none"> • All referrals are effectively and efficiently responded to through appropriate HLC/LTTM service delivery procedures. • Appropriate judgements are made in line with assessment criteria to decline or accept clients. • All clients understand their requirement to be contactable and to engage with the consultant at regular set appointments and/or classroom activities.

<ul style="list-style-type: none"> • Engage with clients and their families to fully understand relevant information in assisting them towards employment where appropriate. • Manage difficult and high-risk clients appropriately by always ensuring staff safety. • Advise the Programme Co-ordinator if client is accepted or declined onto a programme, giving reason for any declines. 	
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2. PROVIDE PRE-EMPLOYMENT TRAINING

Specific responsibilities	Measures of Success
<ul style="list-style-type: none"> • Work through workbooks with clients on an individual and/or group basis. • Ensure learning is in line with their Individual Employment Plan and future employment goals. • Match specific goals and skills with training. • Inform the Employment Programmes Manager in a timely manner if a client needs an extension of service. • Facilitate driving licence training • Plan and conduct learning activities to address programme content using adult learning strategies, resources, and techniques to prepare the clients foremployment • Facilitate work experience with groups to give them an understanding of the workplace • Integrate literacy and other HLC/LTTM programmes whereappropriate to support client development. • Motivate and support clients to achieve employment. • Arrange appropriate vocational training and non-vocational support services as appropriate to serve individual client requirements. • Obtain consent or release of confidential information from the client related to all referrals to external or internal resources or agencies. • Approach all relations with clients in a culturally sensitive way to facilitate optimum outcomes. • Assist clients to develop appropriate work habits, behaviours, and attitudes which will be suitable for the workplace. • Produce CV's for clients. • Administer mock interviews to prepare clients effectively for future engagement with employers. • Arrange individual activities or supportive interventions that would support the client in achieving their employment objectives where appropriate. • Apply for additional funding if and when appropriate to support clients effectively. 	<ul style="list-style-type: none"> • Clients have a realistic expectation regarding Individual Employment Plan and future employment goals and opportunities. • Clients have opportunity to progress to the next stage of their driver licencing whilst enrolled inthe service. • Clients are prepared effectively for potential employment opportunities. • All Individual Employment Plans and Curriculum Vitae are submitted in accordance with required outcomes. • Consultant works collaboratively with the client and the future employer to overcome any barriers to finding and keeping work.

3. PLACE CLIENTS INTO APPROPRIATE SUSTAINABLE EMPLOYMENT OPPORTUNITIES

Specific responsibilities	Measures of success
<ul style="list-style-type: none"> • Ensure all support strategies are in place by constantly monitoring the client and the environment he or she functions within. • Monitor both client and employer behaviour and provide advice and support to both in order to achieve sustainable employment. • Offer ongoing support through visits, phone calls, and review meetings with clients, family and employers within specified timelines. • Manage all issues or concerns as soon as practicable to resolve any potential concerns. • Promote and support ongoing up skilling of clients. 	<ul style="list-style-type: none"> • Clients transfer effectively from the supportive environment into the labour market. • Clients are provided with Post Placement support by a minimum of two phone contacts, and one face to face visit per month. • Funding agencies express confidence and trust in the Consultant to deliver agreed outcomes. • All Individual Employment Plans, Curriculum Vitae's, HLC/LTTM and Work & Income documentation of students are submitted as per Employment Department standards.

4. ADVOCATE, PROMOTE AND MAINTAIN KEY RELATIONSHIPS WITH EMPLOYERS

Specific responsibilities	Measures of Success
<ul style="list-style-type: none"> • Approach potential employers and market clients to the employer for potential employment. • Promote employment services to businesses and other relevant employer groups and community services when appropriate. • Disseminate information about community-based employment to fellow providers, funders, employers, consumers and their advocates. • Consult with employers to find and identify employment, placement and training opportunities that exist within a given organisation. • Continually monitor trends in the local employment market. • Maintain and create new networks within the local employer community. • Perform cold calling on potential employers if and when appropriate. • Coordinate and/or provide effective individualised on-site job training for the client when appropriate. • Facilitates understanding of their employment contracts, problem solving, work culture, diversity and support client to adjust successfully into the workplace with the required life skills and attitude. • Promote effective working relations and networks with internal and external HLC/LTTM stakeholders. • Explore provider networks to support clients effectively with career plans. • Conduct and/or participate in client review 	<ul style="list-style-type: none"> • Employers' express confidence and trust in the Consultant and referred clients. • Well established working relationships exist with potential and existing employers. • Employment programme outcomes meet set standards as specified by funding agencies. • Employers are well educated around the benefits of engaging with HLC/LTTM programmes. • Effective working relationships are established with key stakeholders. • All issues and concerns are effectively resolved. • Well established networks exist to refer clients appropriately. • Key stakeholders participate actively to advance employment of clients. or issues. • Stakeholders are well informed of concerns or issues. • Stakeholders are engaged with offering appropriate support to clients. • Local community and educational support systems and structures are clearly identified and accessible to consultants.

<p>sessions with all stakeholders such as representatives of involved agencies, family, advocates, health practitioners, etc.</p> <ul style="list-style-type: none"> • Identify business leads for supported employment where appropriate. • Provide potential employers with information on other programmes delivered by HLC/LTTM. • Communicate regularly with the Employment Programme Manager regarding issues that affect clients and/or employers. • Maintain confidentiality. • Attend meetings to gain understanding on agency services, requirements, or procedures to support clients effectively. • Ensure that all contacts and communication with key stakeholders is professional, timely and of high integrity. • Respond promptly and effectively to any complaint or enquiry. 	
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5. DELIVER PROFICIENT ADMINISTRATIVE AND REPORTING SERVICES

Specific responsibilities	Measures of Success
<ul style="list-style-type: none"> • Prepare and register new client files, ensuring Employment Department Standards are met. • Maintain physical client records as per set standards. • Update files weekly detailing client progress, incidents, challenges, etc. • Assist the Employment Programmes Manager with marketing strategies, and the development of relevant materials for both training and presentations. • Request approval for purchasing requests as per set HLC/LTTM standards and requirements. • Attend all required HLC/LTTM staff meetings. 	<ul style="list-style-type: none"> • Information records are processed accurately, timely and in line with agency requirements, data management systems, and HLC/LTTM policy and procedure. • Confidentiality of information is maintained in accordance with the Privacy Act. • Marketing and other special events are supported in a professional and effective way. • Adhere to set purchasing requirements and policy. • Employment Placement Confirmation form lodged within 48hrs as per MSD requirement. • Exit reports are completed within five working days of programme completion.

6. PROVIDE GENERAL SUPPORT TO HLC/LTTM AS REQUIRED

Specific responsibilities	Measures of Success
<ul style="list-style-type: none"> • Assist with overall HLC/LTTM events as instructed by the Employment Programmes Manager. • Extend own professional development on a continuous basis. • Participate in and contribute to HLC/LTTM performance management processes. • Build supportive and cooperative relations with all staff at HLC/LTTM. 	<ul style="list-style-type: none"> • HLC/LTTM involvement is timely and always professional. • Undertake personal development activities • Company processes and policies are effectively supported and adhered to. • Good interpersonal working relations exist.

7. HEALTH AND SAFETY

Specific responsibilities	Measures of Success
<ul style="list-style-type: none"> Complies with all HLC/LTTM Health and Safety requirements Participate in HLC/LTTM's response to emergency events as practicable Provide support to the OSH Officer, if directed 	<ul style="list-style-type: none"> Actively participate in HLC/LTTM Health and Safety processes and reporting i.e. fire drills, incident reporting in People Safe, hazard identification and reporting in accordance with mandatory requirements and HLC/LTTM policy and procedures. Applies health and safety polices to all work practices and takes personal responsibility for own health and safety requirements

8. THE TREATY OF WAITANGI COMMITMENT

Specific responsibilities	Measures of success
<ul style="list-style-type: none"> Applies The Treaty of Waitangi principles of participation, protection, and partnership in all aspects of work and interactions 	<ul style="list-style-type: none"> Demonstrates understanding of the principles of The Treaty of Waitangi Demonstrates awareness of the differing cultural and spiritual beliefs amongst whānau, hapū and iwi.

Skills, Knowledge and Competencies

Minimum Skills and Knowledge Required for the Job

- Advanced working knowledge around methods and techniques to support and motivate youth and adult clients.
- Well-developed interpersonal, and relationship building skills; able to establish rapport with clients, employers, government agencies and other stakeholders.
- Proven ability in the utilisation of the MS Office suite computer programmes.
- Ability to display strong written, verbal communication and presentation skills.
- Able to demonstrate the capability to interpret local labour market trends accurately.
- Confident and comfortable to present information in public in a clear and positive manner.
- Willingness to travel.
- Familiar with the Privacy Act, Human Rights Act, and Employment Relations Bill.
- Sound working knowledge around different techniques to manage difficult and/or high-risk clients.
- Full driver's licence.
- Willingness to undergo criminal record check and other pre-employment assessments as specified in the recruitment process.

Approved by: Manager's signature
 Employment Programmes Manager

Date:

Job Holder: Incumbent signature

Name (printed)

Date: