



As a subcontractor to Ostara Australia the Schizophrenia Fellowship of NSW (SFNSW) has recently been successful in obtaining a contract to deliver six specialist mental health Disability Employment Services across NSW. Ostara Australia Inc. ([www.ostara.org.au](http://www.ostara.org.au)) is a nationwide network of not-for-profit organisations providing a range of services to assist people with mental illness.

While these new service will trade as Ostara, the employer is SFNSW. SFNSW provides a large range of services ([www.sfnsw.org.au](http://www.sfnsw.org.au)) and has a significant advocacy role. SFNSW is quality assured and has stringent compliance and performance expectations to meet.

We are recruiting Employment Consultants for the following areas – Burwood, Balgowlah, Bowral, Campbelltown, Nowra and Wagga Wagga.

This is a rewarding and challenging role that requires an energetic and creative individual with a genuine desire to assist unemployed clients who are living with a mental illness to gain meaningful and sustainable employment.

We are looking for candidates who:

- Are passionate about assisting a variety of people living with mental illness to obtain and retain employment.
- Are keen to understand and implement the details of the DES contract and achieve its key performance indicators
- Are excited about working with jobseekers to assist them to overcome barriers, enhance motivation and effectively achieve employment outcomes.
- Are able to approach a range of employers to seek suitable positions for particular jobseekers and working with them to achieve sustainable placements.
- Are flexible and well organised with the maturity to manage their own, often rapidly changing workday.

To apply you will need to read the position description attached, address the selection criteria and send together with your resume to [hr@sfnsw.org.au](mailto:hr@sfnsw.org.au)

**Contact details for more information:**

Bill Gye, General Manager, Recovery Services (02) 9879 2600 mobile 0438 698 058

Email: [recovery.admin@sfnsw.org.au](mailto:recovery.admin@sfnsw.org.au)

## Position Description

### Employment Consultant Disability Employment Services

**Reporting to:**

Disability Employment Services Coordinator

**Hours of work:**

Part time – hours negotiable

**Tenure:**

Initially 12 month contract

**Location:**

At one of 6 sites, including: Balgowlah, Burwood, Campbelltown, Wagga Wagga, Bowral and Nowra.

**Salary:** SACS Award (Community Services Award) Grade 3, Year negotiable based on experience – enhanced by Salary Packaging. Bonus Payments will be awarded at the end of the financial year depending upon personal and program performance.

**Job Role and Responsibilities**

- Understand and successfully implement the Disability Employment Services Guidelines, the Disability Services Standards, the Commonwealth Privacy Act and relevant State Legislation.
- Develop and maintain trusting working relationships with jobseekers and employers.
- Assess jobseekers' employment related skills and strengths and develop strategies to increase these and barriers to employment and develop strategies to overcome these.
- Provision of counselling and mental health interventions (applicable to qualified employees only)
- Prepare required client documentation such as job search plans in negotiation with jobseekers and tailor to their skill level, goals and local labour market requirements.
- Assist jobseeker to complete application forms, résumés, selection criteria and job application letters.
- Provide information and advice to jobseekers regarding their obligation under an Employment Service Agreement, to ensure they are meeting their obligations and advise Centrelink of any breaches of non compliance by jobseeker.
- Identify potential employment opportunities for jobseekers and “reverse market” these to potential employers.
- Provide post-placement support and where necessary provide or arrange on-the-job support and training to particular jobseekers.
- Provide effective referral service for jobseekers when specialist services are required.
- Supervise jobseekers undertaking self-help activities, including job search if applicable, on an individual and group basis.
- Maintain detailed file notes and documentation on each client contact.
- Provide quality customer service to all clientele (employers, unemployed clients, stakeholders and relevant Government and Community organisations).
- Establish good working relationships with other employment service providers and community organisations and ensure relevant information is available from these services for clients.

- Ensure all correspondence, claims; evaluations etc. are completed within the set timeframes.
- Work to increase the profile of Ostara Australia and SFNSW Inc.
- Attend ongoing professional training and development as required, including the SFNSW Annual Staff Conference.
- Other duties as required.

### **Corporate Tasks:**

- Maintain a high level of personal presentation.
- Actively participate as a member of the team working toward achieving overall outcomes and contractual obligations.
- Be responsible under the relevant legislation for the health and safety of yourself and others during employment activities and report all hazards and injuries through the normal processes.
- Adherence and compliance to the continuous quality improvement policies and principles of SFNSW.

### **Essential Selection Criteria**

- Experience within a similar role (or demonstrated transferrable skills.)
- Commitment to the rights and recovery of people with a psychiatric disability.
- Exceptional customer services skills to a diverse range of clients.
- Excellent interpersonal and communication skills (both written and oral).
- Demonstrated high level computer and administrative skills.

### **Desirable Selection Criteria**

- Certificate IV or higher in mental health or a related field
- Demonstrated ability to secure and maintain employer relationships and reverse marketing of clients to employers.
- Proven track record in successfully placing long term unemployed people and people with disabilities into sustainable employment or equivalent similar work environment.

**Personal Qualities Required:** Ability to inspire, empathy and compassion, patience, genuine commitment to help and relate to people with mental illness in their recovery, and a 'can do' attitude.

Date: March, 2010

Review Date: 1<sup>st</sup> March, 2011