

Community Engagement Officer/Employment Specialist (HU-FG033)



This form comes from the following departmental process: HUM-FG Functional Statements, Employment Services

Position Title:	Community Engagement Officer/Employment Specialist
Business Unit:	Employment Services
Location:	Alice Springs
Classification:	Level 5 \$76,125 - \$88,305 pa Salary is reduced by \$5,500 to include full private use of the vehicle
Status:	Full-Time (38hrs per week) Contract
Probation period:	3 Months (if applicable)
Responsible to:	Employment Services Manager
Preparation Date:	May 2024

PRIMARY OBJECTIVES

The Community Engagement Officer will have a dual role working as both the Community Engagement Officer and Employment Specialist.

The Community Engagement Officer is accountable for the delivery of the Indigenous Skills and Employment Program (ISEP) on behalf of National Apprentice Employment Network (NEAN)

The Community Engagement Officer will promote the program within the community and recruit participants and potential employers. The position will be responsible for organising and delivering community events across all Town Camps in Alice Springs.

The Employment Specialist is accountable for ensuring the Group Training Company service is responsive, qualitative, and cost effective in meeting the demands of Northern Territory Industry and Australian Apprentices.

Employment Specialist will assist with the implementation and monitoring of contract arrangements in accordance with the host business service contracts. The employee is required to achieve the company's business objectives through the delivery of service, workforce development and servicing remote services.

Statement of specific accountabilities

Client Management – Employment Specialist

- Oversee the liaison with Registered Training Organisations in relation to formal training programs for Australian Apprentices.
- Operate an apprenticeship caseload as assigned by the Employment Services Manager.
- Manage Training Agreements/Contracts responsibilities and ensure best practice.
- Manage and monitor progress of Australian Apprentices.
- Counsel Australian Apprentices on work habits and matters relating to their training, welfare, and employment conditions.
- Investigate and resolve client matters (host business/Australian Apprentice)
- Understand and uphold Group Training Organisations standards
- Monitor and report on absenteeism and workplace injuries/incidents in relation to Australian Apprentices as required
- Prepare and facilitate rotation schedules for Australian Apprentices as required

Community Engagement Officer/Employment Specialist (HU-FG033)



- All Employment Specialists may be required to maintain a remote caseload and manage major contracts.

Client Management – Community Engagement Officer

- Plan, organise, and execute community engagement events within the Town Camps of Alice Springs.
- Build relationships with community members, families, and local organisations to increase program awareness and participation.
- Collaborate with key stakeholders to develop culturally appropriate strategies for engaging with Indigenous youth.
- Provide support and assistance to program participants during community events and workshops.
- Collect feedback from community members and participants to inform program improvements.
- Assist in the recruitment and selection of program participants from the target demographic.
- Maintain accurate records of community engagement activities and participant involvement.
- Act as a liaison between the program team, employers and the community, addressing any concerns or issues that may arise.
- Coordinate the delivery of training sessions, workshops, and other educational activities for program participants and employers.

Customer Service

- Provide quality advice and service provision to all clients.
- Manage client relations, inquiries, and all associated paperwork.
- Undertake regular monitoring and mentoring visits to Australian Apprentices in cooperation with the Host Business's with the assistance from administration field support staff.
- Manage conflict resolution whilst providing quality customer service.

Marketing

- Increase community awareness of GTNT Group services and divisions.
- Create strategic alliances with key stakeholders in the remote communities.
- Promote and market the GTNT products and quality service schemes.
- Develop and maintain relationships with existing and prospective clients
- Increase Australian Apprenticeship numbers within the Northern Territory

General Administration

- Maintain Ready Recruit in particular the apprentice/host records
- Facilitate the process of all documentation in relation to commencements, progressions, completions, terminations of all Australian Apprentices to the Australian Apprenticeships Network NT.
- Provide input into business planning activities as required. (i.e. major contracts and projects).
- Perform other duties relevant to the position as required.
- Prepare reports and other documentation as required.
- Provide reports to Manager as required.

Other General GTNT Group position accountabilities

Policies and Procedures

- Assist in the preparation, review and implementation of business unit related policies and procedures for inclusion in the QMS.
- Assist with ensuring all section staff are aware/trained in and comply with company policies and procedures.
- Continuously improve and streamline administrative processes.

Workplace Health and Safety

Community Engagement Officer/Employment Specialist (HU-FG033)



- Manage the WHS requirements of Australian Apprentices and Host Business's.
- Undertake regular and systematic workplace hazard inspections to ensure compliance
- Ensure a safe work environment
- Follow all WHS policies and procedures
- Report all workplace incidents in accordance with legislation and policies ensuring all WHS requirements are adhered to.
- Report all hazards and accidents to their supervisor/manager
- Take all reasonable and practicable steps to ensure your own health & safety and that of any other persons who may be affected by your actions.
- Manage workers compensation claims and return to work plans for employed Australian Apprentices

Team

- Facilitate work teams and value individual differences and diversity
- Establish effective workplace relationships with groups and individuals
- Participate in company and divisional meetings, and training activities.
- Participate in business planning activities as required.

Travel

- Travel to remote areas of the NT as required

Community Engagement Officer/Employment Specialist (HU-FG033)



Additional Information

The incumbent must adhere to all current relevant codes of conduct and legislation requirements including:

- GTNT Group policies/procedures and protocols located in the Quality Manual System.
- Privacy Act.
- Equal Employment Opportunity Act
- Work Health and Safety Act.
- Government/Industry Code of Conduct.
- Northern Territory Employment and Training Act.
- Australia Fair Pay Condition Standards.
- Anti-Discrimination Act.

The incumbent can be expected to be allocated duties not specifically outlined within their position description, however within the capacity, qualifications and experience normally expected from a person occupying this position.

Key Performance Measures will be negotiated as part of the regular performance planning and review processes.

The incumbent must possess a manual Northern Territory driver's licence, National Police Clearance and an NT Working with Children (Ochre Card) prior to employment

The incumbent must demonstrate company values; Collaboration, Innovation, Integrity, Safety and Respect.

Selection Criteria

Essential

- Must identify as Aboriginal or Torres Strait Islander.
- Demonstrated ability to communicate and liaise with a diverse client group in particular Indigenous Territorians in the urban, rural, and remote contexts plus a knowledge, respect and understanding of the cultural imperatives of working in these environments.
- Commitment to achieve high quality outcomes and customer services to clients (internal and external).
- High level of motivation, enthusiasm, and display initiative.
- Ability to work efficiently as a member of a small team and independently in a client focused area.
- Ability to be systematic in approach to work, comply with relevant guidelines, procedures, deadlines and demonstrates initiative.
- The capacity to meet tight deadlines, conflicting deadlines, and heavy workloads.
- Demonstrated understand in the use of information technology, particularly with the use of Microsoft Office applications.
- Demonstrated ability and preparedness to travel throughout NT regional areas for extended periods.
- Knowledge of Vocational Education and Training in Australia, the relevant legislation of Governments and Industrial Relations system and in particular when and where to seek advice regarding Industrial Relations matters.

Community Engagement Officer/Employment Specialist (HU-FG033)



Training and Professional Development

Position Training Requirements

- Defensive driving and 4WD training
- White Card (if required)
- First Aid Certificate
- Maintain Working with Children (Ochre card) clearance
- Maintain National Police clearance

Additional Company Training Requirements

- Cross Cultural Awareness Training
- WHS Awareness Training

Positional training requirements is subject to budget constraints and group enrolment availability. Positional training requirements is not classified as mandatory.

Remuneration Package

Annual leave:	5 weeks
Sick leave:	2 weeks
Superannuation:	In line with the Super Guarantee Charge
Additional Benefits:	Health and Well-being Package

All other conditions are in accordance with the current GTNT Group Enterprise Agreement and company policy.

I, _____ confirm I have read and understood my functional statement. I have a complete understanding of my role and responsibilities as outlined in this document. I acknowledge I may be required to undertake additional tasks outside of my functional statement that are reasonable and as directed by my manager.

Signature: _____

Date: _____

This form also relates to the following other forms: Nil