

Illawarra Aboriginal Corporation

Information Pack – NCAP Officer, Shoalhaven



Position:

This application package includes information about the Illawarra Aboriginal Corporation, the relevant program and the employment position. Please ensure that you read the position description and the selection criteria.

Required Documents:

Applications **must** include the following, without these documents your application will not be considered

- A **cover letter**
- An up to date **resume/CV** including a list of referees (preferably including one from your most recent employer)
- Detailed response to the **Selection Criteria** outlining how you are able to demonstrate you meet the criteria for the position. This can form part of your covering letter
- A copy of your **Confirmation of Aboriginality** (if listed an essential criteria)

Closing Date: 10am Monday 27th May 2019

Applications sent via email to IAC employees or to other addresses will not be considered

By email (preferred) jobs@iac.org.au	By Post Illawarra Aboriginal Corporation Attn: HR Manager PO Box 5457, Wollongong NSW 2520	By Hand Illawarra Aboriginal Corporation 102 Auburn Street Wollongong NSW 2500
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Position Details:

Term	Full Time - Fixed Term until 30 June 2019
Location	Nowra
Award	Labour Market Assistance Award 2010 Manager Level 1
Pay	From \$28.58 per hour Hourly Rate plus superannuation
Designated Position	<i>This position is an Aboriginal Identified position authorised under S14 of the NSW Anti Discrimination Act 1977</i>

Selection Criteria:

A detailed response to the below selection criteria is to be included with your application

1. Demonstrate experience providing advice, career planning, resume writing, job application assistance and interview skills coaching
2. Provide details of Certificate IV in Employment Services or related field or evidence of capability to working towards gaining such qualifications
3. Provide details of skills and experience building relationships with local organisations to identify and develop apprenticeship, traineeships and employment opportunities for Clients.
4. Demonstrate experience building effective relationships with agencies, training providers and other relevant stakeholders
5. Provide details of strong computer skills including database entry, word processing and Microsoft Office suite of programs
6. Demonstrate your strong time management skills and the ability to juggle multiple priorities and meet deadlines

Overview

The Illawarra Aboriginal Corporation (IAC) was formed in 1980 for the purpose of achieving excellence in providing advocacy and culturally appropriate services to meet the social, cultural and economic needs of Aboriginal and Torres Strait Islander people in the Illawarra Region.

Warrigal Employment is IAC's Aboriginal Employment, Training and Community Support unit aiming to improve the lives of Aboriginal people through training, employment, community involvement and community development. Warrigal Employment aims to

- 'Close the Gap' between the rates of Indigenous and non-Indigenous Employment
- Support Indigenous people to achieve their employment aspirations
- Provide Culturally appropriate programs to service the needs of the Local Indigenous Community

The New Careers for Aboriginal People (NCAP) is a NSW program aiming to increase the participation of Aboriginal people in the labour market by identifying, creating and supporting opportunities for sustainable education, training and employment.

Position Purpose

The NCAP Officer is responsible for the delivery of a range of services to assist Aboriginal people to identify and overcome barriers to education, training and employment. The NCAP Officer is required to:

- establish contacts with relevant Government agencies to ensure access to all available services for education, training and employment
- provide interpersonal services such as advice, career planning, resume writing, assistance in job application writing, job interview techniques
- seek out employment opportunities by canvassing employers and developing and maintaining good relations with Job Services Australia (JSA) providers and other relevant local and community resources
- refer clients to training and employment opportunities
- promote the NCAP program to the Aboriginal community

Key Accountabilities & Responsibilities

- Work with Manager to develop and implement Stakeholder Engagement Plan that identifies and maps a range of stakeholder networks and how we can maintain and build key connections to leverage formal and informal relationships and engagement in the program. Establish contacts with relevant Government agencies that provide education, training and employment assistance services that will assist Clients.
- Work with the Manager to develop and implement a Promotions and Communication plan to promote the NCAP program to Employer and Industry groups, JSAs, NGOs, RTOs, GTCs, Australian Apprenticeships Centres, Govt Agencies and School Principals, Careers Advisors, School Based Apprenticeship and Trainee (SBAT) Coordinators, Senior Pathways Officers and other stakeholders. Communications plan goals are to raise awareness and increase participation in or contribution to the program. Maintain records of engagement and achievements with stakeholders.
- Promote the NCAP program to the Aboriginal community using all appropriate means of promotion, including electronic and print media.
- Record response rates from community, stakeholders, employers and clients. Maintain records and monitor the effectiveness of various promotion and communication media.
- Engage with local organisations and employers building relationships and identifying appropriate employment opportunities for clients. Raise the profile of Warrigal Employment as a recruitment services provider.
- Conduct ongoing research on the local labour market identifying trends, changes and new opportunities in the market
- Maintain engagement with Aboriginal people and develop effective information gathering strategies in order to identify barriers to education, training and employment.
- Provide a range of interpersonal services including advice, career planning, resume writing, assistance in job application writing, job interview techniques and support to enable clients to overcome identified barriers

- Develop and implement procedures to conduct Skills Audits, develop and document Career Path Plans and Training Plans for clients.
- Provide ongoing mentoring and support services to Aboriginal clients placed into employment and/or training
- Prepare Monthly Reports about service activities and outcomes
- Maintain accurate and up to date records in order to supply and provide information for correspondence, reports, submissions and financial reviews
- Liaise with other IAC departments to identify other IAC services suitable for clients.
- Notify the Warrigal Manager of any identified conflicts of interest, risks or contentious issues that may impact upon Clients or the IAC as soon as possible.

General

- Complete reports to Manager within designated timeframes (weekly, monthly, quarterly etc.) including statistics about service activities and outcomes. Reports to detail activities and achievements in accordance with the NCAP program deliverables.
- Use initiative to identify improvements to processes, tasks and quality of the service.
- Notify Manager and report all cases of suspected risk of harm to children and young persons to Community Services and/or other authorities as required by current legislation
- Notify Manager and report all cases of suspected physical, emotional, sexual and other abuse to children and young persons to Community Services or other authorities as required by current legislation.
- Maintain a current and full understanding of Confidentiality Policies and Procedure.
- Participate in organisational events, development and strategic planning activities
- Participate in internal and external meetings, inter-agency events, job expos and other relevant activities in a manner which contributes to the positive development of the program
- Positive promotion of IAC at all times especially when in public forums, liaising with clients or other outside personnel
- Comply with all IAC policies and procedures and statutory obligations as amended from time to time
- Comply with all workplace health and safety and equal employment opportunity initiatives to contribute to a safe, healthy, equitable and ethical workplace
- Carry out other duties as may be directed by management that are within your competency or training
- Work in accordance with lawful and reasonable management directions.

Relationships

Internal	
Team Leader /Manager	Daily to provide regular updates on Clients and issues. Receive guidance on related issues Provide information, advice and contribute to decision making. Identify emerging issues/risks and their implications and propose solutions.
Team members and other internal stakeholders	Daily to share information as appropriate and receive and provide advice on related issues. Consult and collaborate to ensure administration standards are met, develop solutions and strategies to meet deadlines and develop solutions Collaborate to ensure clients are aware of all IAC services available to them.
External	
Clients	Maintain professional relationship sharing information and providing support to ensure the wellbeing of the Client Maintain professional supportive relationship to ensure that information flow is two ways and issues are raised and dealt with in a prompt proactive manner
Service Providers, Agencies, Community Services & other Stakeholders	Provide information as required on client related matters Engage to build awareness of, input into and ongoing success of the program Engage and consult in the resolution of client issues

Key Performance Indicators

- Develop, obtain approval of, implement and manage on an ongoing basis Promotions & Communication and Stakeholder Engagement Plans
- Demonstrate proactive engagement with the community and success in raising awareness and uptake of the NCAP program
- Demonstrate proactive engagement with Government agencies ensuring the program has access to and utilises all available and relevant services to assist Clients
- Provide reports on effectiveness of promotional activities with community, stakeholders, employers and Clients.
- Maintain and update Aboriginal Services NCAP Database ensure that the data is accurate and current at all times
- Client targets are met within the required time frames and reported upon Monthly
- Provide reports on a regular basis on outcomes and achievements from meetings, forums etc. attended.
- Provide weekly and monthly updates to the Manager via reports, client status reviews and/or team meetings
- Demonstrate efficient and effective, onboarding, assessment, mentoring and support of clients.
- Demonstrate referral to and utilisation of other IAC services for Clients
- Immediately report all incidents or concerns subject to mandatory reporting requirements. Complete required paperwork as soon as possible.
- Attend required staff meetings and scheduled training and development events.
- Obtain consistently positive feedback from peers, managers, Clients and external stakeholders

Qualifications & Skills

Essential

- Experience providing advice, career planning, resume writing, job application assistance and interview skills coaching
- Attainment of or working towards a Certificate IV in Employment Services
- Proven skills and experience building relationships with local organisations to identify and develop apprenticeship, traineeships and employment opportunities for Clients.
- Demonstrated experience building effective relationships with agencies, training providers and other relevant stakeholders
- Strong computer skills including database entry, word processing and Microsoft Office suite of programs
- Demonstrated strong time management skills and the ability to juggle multiple priorities and meet deadlines
- Ability to work in a team and with minimal supervision
- Thorough understanding of Work Health & Safety obligations.

Mandatory

- Confirmation of Aboriginality
- Current unencumbered NSW Driver's Licence
- Current Working with Children Check
- Current National Police Check

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