

# POSITION DESCRIPTION



## Employment Broker

### Inclusive Employment Australia

#### About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

#### Our Vision

Building a Just Society

#### Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

#### Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

#### Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

#### Position details

POSITION TITLE:	Employment Broker
PROGRAM:	Inclusive Employment Australia (IEA)
LOCATION:	Fitzroy and Dandenong
REPORTING RELATIONSHIPS:	This position reports directly to the Operations Manager Employment Services
EFFECTIVE DATE:	1 October 2025

## Position Purpose

Source, develop, and maintain inclusive and sustainable employment opportunities for participants registered under Inclusive Employment Australia (IEA).

Engage with employers, promoting the benefits of hiring individuals with a disability and facilitating job matches and workplace adjustment that align with both employer and participant needs and goals.

Work closely with Employment Consultants and other team members, in helping participants achieve meaningful and lasting employment outcomes, in line with IEA performance frameworks and contractual obligations.

## Program Purpose

### Jesuit Community College

*Jesuit Community College*, is a nationally Registered Training Organisation (TOID 21800) and Victorian Learn Local Provider. It is a key initiative of Jesuit Social Services, supporting people who face significant barriers to further learning and, or access to, employment as a result of their previous educational experience.

The College puts strong emphasis on providing flexible and supported training to meet individual learner needs, which provides opportunities for learners to develop their skills and which creates an education and training pathway that supports learners move towards further study, work or further involvement in their community.

The College engages with and supports people from a range of social and cultural backgrounds, to enter or re-enter education and training. Many of these people face multiple and complex barriers to successful participation in education, training and employment. These people include early school leavers, those who are unemployed, indigenous Australians, people from culturally and linguistically diverse communities, people with multiple and complex needs, people at risk of homelessness, and people who have been engaged in the justice system.

### Inclusive Employment Australia

Inclusive Employment Australia (IEA) is a national employment program designed to create a more inclusive and accessible labour market for people with disability, injury, or health conditions. IEA replaces the Disability Employment Services (DES) program and represents a major reform aimed at delivering more flexible, person-centred, and long-term employment support.

The purpose of IEA is to ensure that people with disability—regardless of income support status or assessed work capacity—can access the support they need to prepare for, find, and maintain meaningful work and build sustainable careers. The program places participants at the centre of service delivery, offering tailored support based on individual needs, including both intensive and flexible options, without arbitrary time limits.

Jesuit Social Services is delivering a specialist IEA program for ex-offenders and participants who have intersected with the justice system.

IEA seeks to improve employment outcomes through inclusive practices, simplified access, and a stronger focus on long-term job retention.

At its core, IEA is committed to breaking down barriers to employment, promoting equity in the workforce, and creating lasting opportunities for people with disability to participate fully in the economy and society.

## **Job Summary**

The Employment Broker acts as a business development and relationship manager within the IEA program; identifying job vacancies, cold-calling employers, building strong networks, and advocating for inclusive recruitment practices. Success in this role requires balancing employer workforce needs with a deep understanding of the barriers faced by jobseekers with a disability.

The Employment Broker will support employer retention strategies and assist in providing post-placement support to ensure long-term employment outcomes. Performance is measured against IEA outcome targets and compliance with contractual guidelines. |

## **Duties of the position |**

1. Develop and maintain strong relationships with local employers across various industries.
2. Conduct regular employer outreach activities including cold calls, site visits, presentations, and networking events.
3. Promote the IEA program and benefits of hiring people with disability, including access to wage subsidies and ongoing support.
4. Identify and develop tailored job opportunities that match participant skills, interests, and capabilities.
5. Collaborate with Employment Consultants to understand participant goals, vocational aspirations, and job-readiness.
6. Match participants to appropriate employment opportunities and facilitate the recruitment process (interviews, trials, onboarding).
7. Assist employers to make workplace adjustments and develop inclusive workplace practices.
8. Provide follow-up support to employers and placed participants to ensure sustainability of placements.
9. Resolve issues in collaboration with support staff to prevent early exits and maximise outcomes.
10. Document support activities and maintain ongoing contact schedules with placed participants and employers.
11. Record all employer and placement activity in the IEA client management system (ESS Web) in line with contractual requirements.

12. Ensure data accuracy and compliance with Department of Social Services (DSS) guidelines.
13. Track and report on placements, outcomes, and employer engagement efforts to meet KPIs
14. Other duties, as directed |

### **Key Selection Criteria** |

1. Demonstrated experience in employment services, recruitment, sales, or disability support.
2. Understanding of IEA and related programs, guidelines, and key performance measures.
3. Excellent verbal and written communication skills.
4. Proven ability to develop and maintain effective relationships with employers, participants, and service providers.
5. Strong cold-calling, lead generation, and negotiation skills.
6. Ability to promote employment programs and advocate for diversity and inclusion in the workplace.
7. Ability to assess participant needs and match them with suitable job opportunities.
8. Commitment to person-centred practice and supporting participants to achieve sustainable employment outcomes.
9. Proficiency in using databases (e.g., ESS Web), Microsoft Office, and internal CMS systems.
10. Strong attention to detail and ability to manage time effectively. |

### **Key Performance Indicators** |

- Minimum of 10 job placements per month
- Engage 3–5 new employers per month
- 10–15 employer visits or direct contact made per month
- Frequency of employer and participant follow-ups during post-placement to be a minimum fortnightly for first 13 weeks
- 100% compliance with accurate recording of all activity on ESS including all internal administrative processes
- 100% participation in team meetings, service quality reviews, training and audits |

### **Key responsibilities of Jesuit Social Services Employees**

- | Engage and build positive and constructive relationships with internal and external stakeholders and program participants

- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

#### Team work and supervision (program delivery)

- Work effectively as part of a team, contributing to group outputs and reflective practice
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

#### Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

#### Diversity, inclusion and culture

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory

#### Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Valid and current Australian Drivers Licence
- Tertiary qualification/s and/or experience in field required
- Proof of eligibility to work in Australia

#### Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

## Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

## Employee Acknowledgement

I, \_\_\_\_\_ (please print name) acknowledge that I have read and understood the contents of this position description.

**Employee Signature:**

\_\_\_\_\_

**Date:** \_\_\_\_\_

**Position Description Approved by:**

**Executive Director Programs  
Participation and Pathways**

**Position Description Review Date:**

**2 years from effective date**

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