

# POSITION DESCRIPTION



## Employment Consultant

### 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 Consultant                                      |
| PROGRAM:                 | Inclusive Employment Australia (IEA)                       |
| LOCATION:                | Collingwood, Broadmeadows, Whittlesea, Sunshine, Dandenong |
| REPORTING RELATIONSHIPS: | This position reports directly to the site Team Leader     |
| EFFECTIVE DATE:          | 1 October 2025   |

## Position Purpose

To deliver person-centred, strengths-based support to individuals experiencing barriers to independence, social inclusion, or employment.

Assess client needs, develop tailored support or action plans, coordinate services, and monitor progress to achieve positive and sustainable outcomes.

Work collaboratively with participants, families, service providers, and other stakeholders, the Employment Consultant plays a key role in empowering individuals to reach their goals and enhance their quality of life.

## 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

As the Employment Consultant of the Inclusive Employment Australia program, you will play a vital role in supporting individuals from diverse and disadvantaged backgrounds to prepare for, gain, and sustain meaningful employment. Working within a person-centred and strengths-based framework, the Employment Consultant provides tailored guidance, coordinates support services, and collaborates with employers to create inclusive job opportunities. This role involves managing a caseload of participants, developing individualised employment plans, addressing barriers to work, and providing ongoing mentoring to ensure long-term success in the workforce.

## Duties of the position

1. Conduct initial intake, assessments, and develop individualised employment plans in partnership with participants.
2. Provide case management and wraparound support tailored to the unique needs of participants.
3. Coordinate access to training, job readiness programs, and support services (e.g., housing, mental health, financial counselling).
4. Collaborate with employment consultants, employment brokers and allied services to support participants' employment goals.
5. Liaise with employers to identify inclusive job opportunities and provide education on diversity and workplace accommodations.
6. Support participants during job search, interviews, placement, and transition into employment.
7. Monitor participant progress, maintain accurate records, and report outcomes against KPIs.
8. Advocate for participants in navigating systemic barriers and provide ongoing mentorship.
9. Ensure compliance with funding and organisational requirements, including reporting and data management.
10. Contribute to continuous improvement initiatives and development of inclusive employment strategies.
11. Participate in ongoing professional development, reflective practice, team meetings, and supervision to continuously enhance your practice
12. Compliance with relevant legislation
13. Other duties, as directed

## Key Selection Criteria

1. Tertiary qualifications or working towards one or more of the following:
  - a. Certificate IV in Employment Services;
  - b. Certificate III or higher in Disability Services or related qualification;
  - c. Related units or micro-credentials within a related qualification or professional learning modules for employment service professionals

- d. Social Work, Psychology, Community Services, Employment Services
  - e. Relevant lived experience;
  - f. Relevant experience working with people with disability;
  - g. Industry experience relevant to the local labour market
2. Demonstrated experience in case management or employment support, ideally with marginalized populations (e.g., people with disability, CALD communities, long-term unemployed).
  3. A strong understanding of the challenges faced by job seekers with a disability, including systemic barriers to employment.
  4. Familiarity with inclusive employment strategies, reasonable adjustments, and workplace accessibility principles.
  5. Proven ability to work collaboratively with participants to develop tailored employment pathways.
  6. Demonstrated ability to empower individuals and build self-confidence and resilience.
  7. Experience engaging with a range of stakeholders including employers, training providers, support services, and government agencies.
  8. Ability to advocate effectively on behalf of participants to access services and secure sustainable employment outcomes.
  9. Strong time management skills and ability to manage a diverse caseload efficiently.
  10. High-level accuracy in documentation, record-keeping, and reporting using case management systems.
  11. Demonstrated ability to work respectfully and effectively with people from diverse backgrounds.
  12. Commitment to principles of social justice, diversity, and inclusion.
  13. Current (or willingness to obtain) Working with Children Check and National Police Check.
  14. Current driver's licence and ability to travel within the service region.

## **Key Performance Indicators**

1. Client Engagement and Retention
  - Maintain regular contact with all active participants (minimum fortnightly check-ins).
2. Employment Outcomes
  - Support a minimum of 4 participants into employment placements.
  - Achieve and sustain a 65% job retention rate at each milestone.
3. Case Plan Development and Management
  - Complete individualised Job Plans for 100% of participants at intake.
4. Data Management and Compliance

- 100% compliance with documentation and data entry requirements
- Meet reporting deadlines for internal and external funders with zero critical errors.

## 6. Professional Development and Team Contribution

- Attend 100% of team meetings and participate in professional development sessions.

## 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

- 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**