POSITION DESCRIPTION

Position Title: Career Practitioner

Department: Jobs and Skills Centre

Classification: As per Lamma Award TPO2

Location: Mandurah

Salary: To be negotiated

PD prepared by: Corporate Services

Date approved/updated: May 2018

Version: V:2

Reports to: Programmes & WHS Manager

POSITION SUMMARY

The main objective of the Jobs and Skills Centre is to assist individuals to make educational, training and occupational choices to manage their careers. The Centre provides a range of career development services including, but not limited to: individual and/or group career guidance services; web-based services; computer assisted programs; telephone services; facilitated referrals; education, training and labour market information; presentations to schools & different community groups and the Careers Van which travels across the PEEL region.

The core roles of this position are:

- Provide high quality service delivery to a diverse range of clients
- Ensure operational procedures and reporting is in accordance with the contractual requirements
- Meet and/or exceed all stated objectives of the service as per Operational Guidelines
KEY RESPONSIBILITIES

1. Service Delivery & Standards

- Provide consumers with up to date labour market information relevant to the delivery of services
- Assist with planning, marketing and promoting the services within the PEEL region
- Ensure quality materials are developed and distributed
- Be available to meet with stakeholders, local businesses, community organisations and local government departments to promote Jobs and Skills Centre services
- Ensure that the office environment contains a range of self-help facilities and contains up-to-date information regarding: education and training courses, apprenticeships and traineeships, and other relevant resources
- Engage in suitable promotional and marketing activities
- Ensure there are appropriate policies and procedures in place for complaints handling
- Ensure quality and sound governance of all programme activities

2. Operational Procedures & Reporting

- Maintain Jobs & Skills Centre CRM data base in accordance to the Jobs and Skills Centre training provided by the WA Department of Workforce Development
- Provision of an Annual Report to the Department by the due date
- Maintain records of all activities undertaken as part of the Service Agreement
- Monitor and review internal practices, service delivery and outcomes
- Develop and apply client and stakeholder surveys annually
- Use of career development resources and tools that confirm to the Guiding Principles for Career Development Services & Career Information Products, July 2007

3. Workplace Health & Safety (WHS)

- Ensure effective management practices are implemented to mitigate risk to staff, clients and visitors
- Review and maintain guidelines, policies and procedures relating to safety
- Ensure that each site carries out scheduled site audit and annual fire drills
- Report on accidents and incidents with appropriate documentation
- Proactively attends to and reports on identified OHS hazards
Workplace Culture

- Focuses on continuous improvement in all our work methods and service to clients
- Comply with the organisation’s Code of Conduct
- Comply with the organisation’s policies and procedures
- During the course of performing all duties, behave in a manner that is consistent with occupying a senior position and the aims and objectives of BTG

QUALIFICATIONS, KNOWLEDGE, SKILLS & EXPERIENCE

- Certificate IV Career Development (or working towards)
- Extensive experience working with jobseekers and others looking to find work or change careers

CONDITIONS OF EMPLOYMENT

- Qualification complies with current CICA requirements
- Current and acceptable National Police Clearance
- Successfully complete a probationary Period
- Current WA Driver’s Licence
- Working With Children Check

I hereby accept the terms and conditions of employment as per my letter of offer and the job description

Signed........................................................................................................Date.................................................................................................