

POSITION DESCRIPTION

Position Title:	Employment Consultant
Reports to:	General Manager
Roles Reporting to this Position:	Nil
Primary Objective:	Provide job seeking assistance and RTW placement services which include vocational assessments for customers of ResolutionsRTK, such as WorkSafe, TAC, ComCare, Income Protection and Self Insured schemes and employer funded consultancies.
Qualifications and Pre-requisites:	Relevant Under Graduate Degree, or appropriate career counselling experience / qualification acceptable to WorkSafe. Current registration if appropriate. Current motor vehicle licence and access to own car and mobile phone 1-3 years experience in relevant field.

KNOWLEDGE / EXPERIENCE	
Technical Competencies	Personal Competencies
<ul style="list-style-type: none"> • Competent at using Microsoft Word, Outlook e-mail, with some understanding of Excel and PowerPoint • Planning and organising job seeking assistance and employment placement activities for the provision of vocational rehabilitation and job placement following injury / illness • Ability to work within diverse workplaces and client base to identify suitable duties / transferable skills resolve barriers and achieve sustainable RTW for injured workers. • Oral presentation skills • Written presentation skills eg report writing, proposals etc • Demonstrated customer focus - internal and external • 	<ul style="list-style-type: none"> • Demonstrated ability to manage own time, priorities and workload factors • Demonstrated knowledge and experience in problem solving, and counselling in relation to job seeking and placement • Broad understanding of OR in context of employer HR / IM needs and Agents key drivers • Self motivation and results orientation • Able to live the values of: <ul style="list-style-type: none"> Respect Trust Customer focus Initiative
Key Relationships / Interactions	Key Challenges
<ul style="list-style-type: none"> • ResolutionsRTK customers • Key account managers • Administration team • Senior management • Consultants 	<ul style="list-style-type: none"> • Efficient use of time. • Responding to customer needs and maintaining customer base • Working in diverse environments. • Ensuring priorities are met within prescribed time frames. • Optimise outcomes in an environment of conflicting interests and demands

KEY ACCOUNTABILITIES	
Key Result Areas: Customers	
Major Activities	Performance Measures
<ul style="list-style-type: none"> • Manage a number of allocated cases following ResolutionsRTK and WorkSafe procedures to achieve agreed outcomes • Negotiate with key parties to facilitate successful rehabilitation outcomes • Conduct vocational interviews, assess transferable skills with relation to specific injuries, problem-solve, resolve conflicts and identify jobs to enable return to work • Develop and implement a rehabilitation plan for each worker which will include counselling to identify suitable job options, identification of transferable skills, consideration of the worker's functional capacity and assessment of labour market information • Advice or assistance concerning job seeking – (NES WorkSafe model and TAC Stream B and C model) • Advice or assistance in arranging vocational re-education and training. • Determine appropriate time for case closure and organise hand over to another party for ongoing review. • Communicate regularly with customers to ensure their understanding of the rehabilitation process and their role in facilitating successful return to work • Manage cases within agreed timeframes or within service agreement standards • Assist in developing loyalty to maintain existing customer base 	<ul style="list-style-type: none"> • Achieve a greater than 70% return to work rate depending on case mix • Maintain a minimum caseload of 35 cases subject to case mix • 90% compliance with standards (eg average costs, progress reports, durations, meeting planned timeframes) • Preparation and participation in internal case review activities, minimum 10 scheduled meetings per year • Favourable feedback from customers on the service provided: <ul style="list-style-type: none"> – Satisfaction surveys – Complaints – File audits – Account Managers – Agents – Returned calls, availability • Repeat business from referrers

Key Result Areas: Individual and Team Effectiveness	
Major Activities	Performance Measures
<ul style="list-style-type: none"> • Work effectively within the team to accomplish organisational and personal goals, taking action that respects the needs and contributions of others • Works mainly from office base or onsite with customer • Attend staff and relevant team meetings • Work collaboratively with administration team • Assist with projects as requested 	<ul style="list-style-type: none"> • Participation in team based activities and goals <ul style="list-style-type: none"> – share workload – product / program development – file transfers – present one professional topic per year • Attendance at 90% of scheduled meetings • Feedback from administration team
Key Result Areas: Process / Internal Efficiency	
Major Activities	Performance Measures
<ul style="list-style-type: none"> • Prepare written reports of assessments and progress notes and distribute to appropriate parties within timeframes • Develop process to ensure efficient and effective work practices • Conduct administrative tasks critically associated with managing the client caseload • Maintain an accurate record of all actions on individual client and consultancy files • Ensure case notes are accurately reflected in invoicing • Work within the existing policies and procedures of the company as amended from time to time 	<ul style="list-style-type: none"> • QA process checks and audits passed • Questions / suggestions re process improvements • Time sheets to be submitted within deadlines 100% of the time • Case costs monitored • Approvals from payers confirmed in writing or agreed method (eg email) • Accurate coding of case status codes (100%) • Case review schedule completed fully • Clear professional presentation of all reports and documents • All reports and documents maintained on server (100%)
Key Result Areas: Financial	
Major Activities	Performance Measures
<ul style="list-style-type: none"> • Maintain adequate funding on each case • Bill for services as provided using appropriate charge codes • Meet the weekly revenue obligation commensurate with salary level • 	<ul style="list-style-type: none"> • Level of unfunded work. Clear file notes as to actions to rectify the situation • Nil returned invoices • End of month revenue target achieved