

POSITION DESCRIPTION

Position Title: Senior Officer, Job Support Hub	Position Number: JOB-3
Department: Community Development - Job Support Hub	Accountable to: Regional Manager – Job Support Hub Services
Responsible for the supervision of: No direct/indirect supervisory responsibilities.	



Primary purpose of the position	To work within a small multi-disciplinary team at the Kalgoorlie-Boulder Job Support Hub as part of a Regional partnership approach together with local Shire Council's, agencies and stakeholders in assisting clients transitioning from the Cashless Debit Card (CDC) to a voluntary Income Management Support model. The Hub Senior Officer provides a client centric approach to career development, addressing barriers, supporting career guidance, navigating support services and assists with financial literacy skills, building on self-reliance for the future.
Key accountabilities	<p>The Support Hub Coordinator will:</p> <ol style="list-style-type: none"> 1. Aim to form a collaborative, integrated and client centered approach to clients experiencing high levels of vulnerability with ongoing personal assessment, effective case management, social and emotional wellbeing supports. . 2. Support participants through providing targeted intervention, outreach servicing and mentorship, enabling self-confidence and job preparedness. 3. Boost linkages with key stakeholders and community members to improve the recruitment and retention of participants, 4. Conduct individualised baseline assessments and support tailored case management plans for participants aimed at realistic, achievable employment and training pathways, with a culturally sensitive approach. 5. Provide regular progress reporting and related project data to meet departmental milestone requirements. 6. Collaborate with local wrap around support services to aide smooth referral transition to the Job Hub Support service, in turn assisting positive engagement of clients towards their employment pathways. 7. Advocate for the Job Support Hub program through attending regular local community networking events, workshops, and departmental forums.
Judgement & decision making	<ol style="list-style-type: none"> 1. The ability to use mature judgement and diplomacy in politically sensitive situations. 2. Work effectively with team colleagues to develop efficient operational practices and standards. 3. Maintain privacy and confidentiality at all times. 4. Demonstrate best practice in engaging with stakeholders, in an inclusive, sensitive and participatory manner.
Outcomes / Key Performance Indicators (KPI's)	<ol style="list-style-type: none"> 1. Achieve a high level of engagement with participants in the Kalgoorlie-Boulder area. 2. Complete all required documentation in a timely manner (assessment reports, case notes). <p><i>*More KPI's to be developed within 3 months of employment.</i></p>

Skills, knowledge & capacity	<ol style="list-style-type: none"> 1. Relevant tertiary qualification (for example Community Services). 2. Demonstrated understanding and proven industry experience to meet the specific needs of the target group and/or the community in which the service is to be delivered. 3. Demonstrate best practice in engaging with stakeholders, in an inclusive, sensitive and participatory manner. 4. Ability to positively and professionally engage with a broad range of stakeholders. 5. A proven track record of successfully working within agreed timeframes. 6. Advanced computer skills. 7. Current satisfactory National Police Clearance. 8. Current WA "C" Class driver's license.
City of Kalgoorlie-Boulder Values	<p>Support - We will support each and every team member to work together, build relationships and deliver greater outcomes for our organisation and our community.</p> <p>Respect - We will treat our team members and our community with mutual respect and understanding.</p> <p>Fun - We will promote and value work-life balance and create an environment that is rewarding and fulfilling.</p> <p>Recognise - We recognise and acknowledge all individuals and cultures and value their contributions to our organisation and the community that we serve.</p> <p>Connect - We work as one organisation that communicates openly, and actively connects with our teams, community, and stakeholders.</p>

POSITION DESCRIPTION AGREEMENT

The above stated is intended to describe the general nature and level of work performed by the employee assigned. It is not designed to be interpreted as a comprehensive list of duties and responsibilities of the position. The City of Kalgoorlie-Boulder reserves the right to amend responsibilities as required to meet business and operational requirements.

I, the undersigned, agree that the above position description including the key accountabilities, decision making and outcomes/key performance indicators are accepted as appropriate for the position.

Employee Full Name (Please print): _____ Employee Signature: _____ Date: _____

Position COA number/s 39200112