

Employment Specialist

AASN Field Solutions Officer (HU-FG029)



This form also relates to the following other forms: Nil

This form comes from the following departmental process: HUM-FG Functional Statements, Employment Services

Position Title:	Field Solutions Officer/Employment Specialist (Field Solutions Officer)
Business Unit:	GTNT Group Katherine Unit
Location:	Katherine
Classification:	Level 5 \$74,611 - \$86,388 pa Salary is reduced by \$5,500 to include full private use of the vehicle
Status:	Full-Time (38hrs per week) Contract
Probation period:	3 Months (if applicable)
Responsible to:	Australian Apprenticeships Support Network Manager Employment Services Manager
Preparation Date:	April 2021
Approved by:	Human Resources Manager

PRIMARY OBJECTIVES

The Field Solutions Officer is a dual role for both Employment Services (GTO) and the Australian Apprenticeships Support Network (AASN). The Field Solutions Officer is accountable for ensuring AASN/Group Training service is responsive, qualitative, in meeting the demands of Northern Territory Industry and Australian Apprentices.

AASN Requirements

The Field Solutions Officer will be responsible for conducting sign-ups, field visits and In-Training support services of Australian Apprentices and their employers in line with the AASN contact.

GTO Employment Services Requirements

Field Solutions Officer will assist in the implementation and monitoring of contract arrangement in accordance with the Host Business service contracts under in line with Employment Services objectives for the GTO responsibilities.

Statement of specific accountabilities

Client Management – Employment Services & AASN Services

- Understand and uphold GTNT Group Mission, Vision and Values.
- Operate an apprenticeship caseload as assigned by the Employment Services Manager.
- Manage Employed/Managed Agreements/Contracts responsibilities and ensure best practice.
- Manage and monitor progress of Australian Apprentices and Trainees.
- Interpret and understand employment award conditions
- Oversee the liaison with Registered Training Organisations (RTO) in relation to formal training programs for Australian Apprentices.
- Participate in the recruitment selection of Australian Apprentices together with the Recruitment team (as required).
- Counsel Australian Apprentices on work habits and matters relating to their training, welfare and employment conditions.
- Investigate and resolve client matters (Host Business/Australian Apprentice or Trainee)
- Monitor and report on absenteeism and workplace injuries/incidents in relation to Australian Apprentices/Trainees as required

Employment Specialist

AASN Field Solutions Officer (HU-FG029)



- Prepare and facilitate rotation schedules for Australian Apprentices/Trainees as required
- Maintain a remote caseload and manage major contracts (where required).
- Provide gateway services to employers and jobseekers
- Conduct apprentice sign-ups, site visits, inspections of employer workplaces and case management
- Conduct monitoring visits for apprentices and employers in urban, regional, rural, and remote areas
- Identify and provide in-training support to eligible apprentices and employers
- Assist employers and apprentices to complete their training contracts and other documentation required under the *Northern Territory of Australia Training & Skills Development ACT 2016* and in line with the *Australian Apprenticeship Support Network Operating Guidelines*
- Provide and outline the obligation of an apprenticeship for the employer and apprentice e.g. training contract, training, supervision and WH&S obligations
- Provide quality advice and information on the Australian Apprenticeships system and pathways
- Represent the company on committees/working groups where required
- Manage client relations, inquiries and associated paperwork
- Deal effectively with complaints from employers and apprentices. Where required mediate workplace disputes through consultation with the AASN Manager
- Provide assistance to employers to complete claim forms

Customer Service – Employment Services & AASN Services

- Provide quality advice and service provision to Australian Apprentice and Trainee's, Employers and Host Business's.
- Manage client relations, inquiries and all associated paperwork.
- Undertake regular monitoring and mentoring visits to Australian Apprentices in cooperation with the Host Business's and Australian Apprenticeships Support Network with the assistance from administration field support staff.
- Prepare and facilitate rotation schedules for Australian Apprentices as required.
- Manage conflict resolution whilst providing quality customer service.

Marketing Employment Services & AASN Services

- Increase community awareness of GTNT Group services and divisions.
- Create strategic alliances with key stakeholders in the remote communities.
- Promote and market the GTNT Group products and quality service schemes.
- Develop and maintain relationships with existing and prospective clients
- Increase Australian Apprenticeship numbers within the Northern Territory
- Provide and support the successful promotion and delivery of Australian Apprenticeships (AA) to current and prospective Australian Apprentices and employers
- Assist other stakeholders who may be interested in pursuing Vocational, Education and Training (VET) pathways
- Participate in marketing initiatives as directed, including visits to schools and other venues as required. These may be outside working hours
- Provide employers with tailored information and advice on the various occupations and training pathways

General Administration

- Maintain Navision in particular the apprentice/host records and purchase orders
- Facilitate the process of all documentation in relation to commencements, progressions, completions, terminations of all Australian Apprentices to the Australian Apprenticeships Support Network.
- Provide input into business planning activities as required. (i.e. major contracts and projects).
- Perform other duties relevant to the position as required.
- Prepare reports and other documentation as required.
- Provide reports to Manager as required.

Employment Specialist

AASN Field Solutions Officer (HU-FG029)



Sales

- Actively seek opportunities to increase number of Australian Apprentices as per set key performance indicators

Other General GTNT position accountabilities

Policies and Procedures

- Assist in the preparation, review and implementation of business unit related policies and procedures for inclusion in the QMS.
- Assist with ensuring all section staff are aware/trained in and comply with company policies and procedures.
- Continuously improve and streamline administrative processes.

Workplace Health and Safety

- Monitor and report on absenteeism and workplace injuries/incidents in relation to Australian Apprentices as required
- Manage the WHS requirements of Australian Apprentices and Host Business's.
- Undertake regular and systematic workplace hazard inspections to ensure compliance (L5)
- Ensure a safe work environment
- Follow all WHS policies and procedures
- Report all workplace incidents in accordance with legislation and policies ensuring all WHS requirements are adhered to.
- Report all hazards and accidents to their supervisor/manager
- Take all reasonable and practicable steps to ensure your own health & safety and that of any other persons who may be affected by your actions.

Team

- Facilitate work teams and value individual differences and diversity
- Establish effective workplace relationships with groups and individuals
- Participate in company and divisional meetings, and training activities.
- Participate in business planning activities as required.

Travel

- Travel to remote areas of the Katherine region and surrounding remote locations as required

Additional Information

The incumbent must adhere to all current relevant codes of conduct and legislation requirements including: GTNT Group policies/procedures and protocols located in the Quality Manual System.

- Privacy Act.
- Equal Employment Opportunity Act
- Work Health and Safety Act.
- Government/Industry Code of Conduct.
- Northern Territory Employment and Training Act.
- Australia Fair Pay Condition Standards.
- Anti-Discrimination Act.

The incumbent can be expected to be allocated duties not specifically outlined within their position description, however within the capacity, qualifications and experience normally expected from a person occupying this position.

Key Performance Measures will be negotiated as part of the regular performance planning and review processes.

The incumbent must possess a manual Northern Territory driver's licence & a Working with Children (Ochre Card) prior to employment

Employment Specialist

AASN Field Solutions Officer (HU-FG029)



The incumbent must demonstrate company values; Be Accountable, Be Innovative, Customer Service Excellence, Respect Everyone, Think Safe Be Safe and Integrity is Everything.

Selection Criteria

Essential

- Completion of or progress towards the Certificate IV or higher in Business (Employment Services) and/or subsequent relevant experience in related field.
- Demonstrated ability to communicate and liaise with a diverse client group in particular Indigenous Territorians in the urban, rural and remote contexts plus a knowledge, respect and understanding of the cultural imperatives of working in these environments.
- Commitment to achieve high quality outcomes and customer services to clients (internal and external).
- High level of motivation, enthusiasm and display initiative.
- Ability to work efficiently as a member of a small team and independently in a client focused area.
- Ability to be systematic in approach to work, comply with relevant guidelines, procedures, deadlines and demonstrates initiative.
- The capacity to meet tight deadlines, conflicting deadlines and heavy workloads.
- Demonstrated ability and preparedness to travel throughout NT regional areas for extended periods.
- Knowledge of Vocational Education and Training in Australia, the relevant legislation of Governments and Industrial Relations system and in particular when and where to seek advice regarding Industrial Relations matters.

Training and Professional Development

Position Training Requirements

- Completion of Certificate IV in Business (Employment Services)
- Defensive driving and 4WD training
- White Card (if required)
- First Aid Certificate

Additional Company Training Requirements

- Cross Cultural Awareness Training
- WHS Awareness Training
- Navision (GTNT)

Remuneration Package

Annual leave:	5 weeks
Sick leave:	2 weeks
Superannuation:	In line with the Super Guarantee Charge
Additional Benefits:	Health and Well-being Package

All other conditions are in accordance with the current GTNT Enterprise Agreement and company policy.

I, _____ confirm I have read and understood my functional statement. I have a complete understanding of my role and responsibilities as outlined in this document. I acknowledge I may be required to undertake additional tasks outside of my functional statement that are reasonable and as directed by my manager.

Signature: _____

Date: _____

This form also relates to the following other forms: Nil