

JOB & PERSON SPECIFICATION

Position title	Employment Coach	Award	SCHADS
Division	Specialised Client Services	Classification	Level 4
Section	Inclusive Employment Australia	Probation period	As per contract
Location	Adelaide Metropolitan	Hours per. week	As per contract
Delegated \$ authority	N/A	Position type	As per contract

Job & Person Specification approved by the CEO:

Louise Kelly		17/12/2025
Name	Signature	Date

Job Specification

Purpose of the Position

The Employment Coach is responsible for engaging, facilitating and empowering a caseload of Participants who have a prior offender history, with the objective of securing meaningful employment. This role supports justice-involved participants to develop appropriate skills and attributes to improve their employment prospects and gain meaningful employment.

Reporting/Working Relationships

The Employment Coach reports to the Team Leader.

The Employment Coach is expected to develop effective working relationships with other OARS CT services/staff, consortium staff and members, other Providers and community organisations, employers and the Department of Correctional Services.

Special Conditions and Requirements

- A current driver's licence.
- National Police Clearance must be maintained, as directed.
- Working with Children Check.
- Confidentiality regarding client and organisational information disclosure is required.
- May be required to provide services intra state on occasions.
- Some manual handling may be required of this position.
- OARS Community Transitions follows the SA Government Information Sharing Guidelines (ISG) to promote the Safety and Wellbeing of Children, Young People and their Families. All OARS CT staff are required to comply with and act in accordance with ISG Policy and Guidelines.

Key Outcomes and Associated Activities

Key Activities

Participant Support

- Provide high quality case management and support to a caseload of participants consistent with the Inclusive Employment Australia objectives and contractual requirements.
- Provide individual coaching and support to participants who identify as ex-offenders, which may include career planning, job search support, improving employability skills, addressing personal issues, as well as improving skills, training and education.
- Secure sustainable employment opportunities through referral to internal and external job vacancies as well as advocate to employers on a job seekers behalf to find work experience or employment.
- Purchase goods and services for participants in a timely and appropriate manner.
- Ensure the delivery of the service and interactions with stakeholders are positive, professional, and in line with OARS CT's values, Code of Conduct, guidelines, policies and procedures.
- Comply with the Department of Social Services Code of Conduct and Service Guarantee.
- Document all Participant contacts in a timely and accurate manner and undertake all required administrative activities in BuddyNote (CMS).

Administrative and General Duties

- Undertake and comply with mandatory Department of Social Services training and development requirements.
- Stay current with best practices by accessing relevant literature and attending training and workshops.
- Perform other duties as directed, consistent with the scope and capacity of the role.

Work Health and Safety

- Maintain a safe work environment in accordance with the organisation's Work Health and Safety Policies and Procedures
- Undertake and maintain appropriate risk assessments for clients and activities.
- Participate in mandatory Work Health and Safety training sessions.
- Identify and report hazards in the workplace.

Essential Minimum Requirements

Essential Characteristics

Educational/Vocational Qualifications

Employment Coaches must hold, be working towards or be willing to work towards one or more of the following:

- A Certificate IV in Employment Services;
- Certificate III or higher in Disability Services, or related qualifications;
- Units or micro-credentials within a related qualification; or
- Professional learning modules for employment service professionals.

Relevant related experience considered equivalent to the required educational and vocational qualifications are:

- Lived experience. Lived experience can be the experience of being a person:
 - Lived/living with a disability;
 - Who supports or cares for a person with a disability
 - Who has worked with or supervised a person with a disability and understands reasonable adjustments (work adjustments) that enables people with a disability equal access to employment.
- Relevant work experience, for example working with people with a disability; or
- Industry experience relevant to the local labour market.

Personal Abilities/Aptitude/Skills

- Demonstrated the ability to achieve individual targets and work to clearly defined KPIs.
- Excellent interpersonal skills, with the ability to develop positive relationships with a diverse range of people, stakeholders and employers.
- Ability to empathise and work with disadvantaged people, specifically those interfacing with the justice system.
- Understanding of vocational and other barriers that impact people from gaining employment, particularly ex-offenders.
- Ability to support, assess, motivate and develop trusted professional relationships with Participants.
- Strong organisational skills, with ability to manage and prioritise competing tasks in a timely manner.

Experience

- Demonstrated experience in Employment Services or a related/similar industry will be highly regarded.
- Experience in administration and IT literacy, including data entry, use of databases and Microsoft 365 products.

Knowledge

- Sound knowledge of local labour market, including emerging industries, key employers and job role types suited to Participants in the area allocated.
- Worker Health, and Safety Principles.

Desirable Characteristics

Educational/Vocational Qualifications

- Tertiary qualification in a human services discipline, such as Psychology, Social Work and Counselling or similar.

Experience

- Working with people from a range of cultures and social backgrounds.

Knowledge

- Knowledge of the criminal justice system.
- Foundational understanding of Restorative Justice Principles.

- Integration and social inclusion principles.

Acknowledged by Occupant

I confirm that I understand and agree to the expectations of this role as listed in this Job Description and confirm that I have the skills and experiences to undertake these.

Name

Signature

Date