

Position Description – Employment Services Consultant

Position Title	Employment Services Consultant
Direct reports	National Operations Manager – Recovery and Return to Work
Department	Workplace Rehabilitation Services
Company	Resilia
Location	Sydney
Updated:	August 2021

Purpose of Position

To assist individuals with psychological injury claims recover and return to work. To work with Workers and Employers to source permanent and temporary employment, by method of providing job seeking assistance, coaching and employment canvassing.

Position Responsibilities

- Co-manage a case load of vocational rehabilitation files for the purpose of providing job seeking and employment services;
- Conduct job seeking activities for clients, including seeking and completing applications and cold canvassing for employment opportunities;
- Seeking opportunities to engage clients in SIRA Vocational Programs including Work Trials and Job Placement Program;
- Coaching individuals in job seeking techniques;
- Administer an Employment Skills Education Program to clients;
- Assist clients with job skills training to enable them to exercise an appropriate level of independence in choosing and finding employment;
- Maintain regular liaison with clients and key stakeholders in performing vocational rehabilitation and job seeking;
- Provide regular updates to internal stakeholders, including Rehabilitation Consultants, Psychologist and management regarding progress of each case;
- Maintain up to date client records, including case notes and progress updates;
- Monitoring of client job seeking activities and job seeking logs;
- Assistance in the completion of labour market research for clients including contact with employer to obtain information relating to identified employment goals;
- Attend quarterly Resilia/CFCH meetings;
- Attend ongoing internal and external professional development training.

Qualifications and Experiences

- Minimum of two years' experience in a similar role with an Accredited Rehabilitation Provider
- Superior marketing, customer service and communication skills.
- Knowledge of workplace factors impacting on employees' psychological well-being.
- Have a demonstrated understanding of the barriers and challenges facing job seeking and those with current Worker's Compensation claims
- The ability to liaise and consult with various professionals at all levels.



- Have excellent communication, organisational, team and administrative skills
- ABN and appropriate Insurances (or willingness to obtain) if contract work is desired
- Car Licence and independent transport

Apply

If you are looking for a challenging and rewarding career opportunity with a team of industry specialists, please send your application and/or enquiry to Resilia's Management Team. Email us at admin@resilia.com.au