

## POSITION DESCRIPTION

<b>Position Title</b>	Careers Counsellor
<b>Position No(s)</b>	33012 33026 19471
<b>Department</b>	Holmesglen Employment Centre
<b>Faculty/Centre</b>	Office for Industry Engagement
<b>Classification</b>	PACCT Worker Level 6 (PW 6)
<b>Prepared By</b>	Manager - Holmesglen Employment Centre
<b>Date</b>	May, 2023
<b>Reference No</b>	<i>(To be completed by People Experience Department)</i>
<b>Approved By</b>	Associate Director - People
<b>Primary Objectives of Position</b>	<ol style="list-style-type: none"> <li>1. Provide quality career counselling services to clients of the Holmesglen Employment Centre (HEC) and assist clients with career decision making, application and interview preparation and job search strategies.</li> <li>2. Enhance career and pathways opportunities, and employment outcomes of HEC clients, through the development and delivery of career education activities and employability programs.</li> <li>3. Keep up to date with labour market information, initiatives and trends, and develop career education resources and advice materials, to ensure clients have the most current job market information and opportunities.</li> </ol>
<b>Manager/Supervisor</b>	Manager - Holmesglen Employment Centre (Manager)
<b>Subordinates (Where Applicable)</b>	Not Applicable
<b>Internal Communication Requirements</b>	<ul style="list-style-type: none"> <li>▪ The Manager, and supported Heads of Department, to ensure all career counselling and job readiness service performance indicators are met.</li> <li>▪ Communicate regularly with colleagues of the HEC regarding referral of clients and delivery of appropriate career counselling services.</li> <li>▪ Brand, Marketing and Student Recruitment department to create effective communications and marketing collateral that promote career counselling services.</li> <li>▪ Teaching staff in departments and faculties across all levels of the Institute, to ensure a coordinated, effective approach to the delivery of career counselling and job readiness services.</li> </ul>

## **External Communication Requirements**

- Heads of Departments, and relevant Managers and staff, regarding appropriate, accessible and responsive service delivery to clients.
- Develop and maintain networks with Career Counsellor professional bodies including the Skills and Job Centres Community of Practice and accrediting bodies to remain informed of contemporary practices.
- Stakeholders of the HEC including referring community groups, education providers and agencies to ensure awareness and access to services.
- Negotiate, liaise and consult with Government agencies, employers and employer associations, and Workforce Australia providers, to ensure alignment of service delivery and cross referral of clients.
- Liaise with a variety of external contacts including local employers and industry and career counselling networks to contribute to the currency of HEC services.

## **Specific Accountabilities**

1. Provide confidential, impartial, one-on-one career development and advice to clients, assisting with unbiased career decision-making, application and interview preparation and job search strategies.
2. Review the needs of specific client youth cohorts and devise, develop and deliver flexible, stand-alone activities including seminars, workshops and forums.
3. To support school-aged early school leavers, to build their capacity and capability and to support young people with transitions and continued engagement in post-school education, training and employment pathways.
4. Deliver outreach and guidance to school-aged early school leavers, focusing on those at risk of disengagement.
5. Maintain accurate and up-to-date records of all interactions with clients.
6. Collaborate with teaching staff, and Heads of Departments, to prepare and deliver curriculum integrated initiatives and specific career education programs.
7. Participate in departmental policy making and planning and plan and implement innovative special projects within the department.
8. Maintain awareness of developments and trends in tertiary career education and undertake professional development activities.
9. Develop and maintain awareness of services provided by relevant community organisations and maintain appropriate professional records.
10. Assist in the planning and delivery of HEC initiatives including National Careers Week, Skills and Job Centre initiatives, Career Expos and workshops, O Week and other activities.
11. As an active member of the Holmesglen Employment Centre:
  - support clients in relation to career and vocational choices
  - provide guidance to clients in finding alternative career pathways.
12. Assist the Manager to monitor, review and evaluate the operation of the career counselling service to ensure the appropriateness and professionalism of service delivery and suggest improvements and innovations.

13. Ensure the achievement of HEC Key Performance Indicators, prepare quarterly performance reports and provide recommendations to relevant stakeholders on career counselling services.
14. Comply with Holmesglen policies, procedures and processes, and applicable legislative and regulatory requirements, and contribute to the ongoing improvement of systems and processes.
15. Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.
16. Act in accordance with Holmesglen Safety policies and procedures, including Child Safety Standards, to ensure that departmental operations comply with Occupational Health and Safety legislation.

## **Qualifications**

### **Minimum**

Graduate Certificate in Careers Development, or similar qualification in a related discipline, plus relevant experience.

Valid and current Drivers Licence.

### **Preferred**

Membership of relevant Career Counselling professional organisation.

## **Knowledge**

- Demonstrated knowledge of:
  - i. employment services, recruitment programs and relevant businesses and agencies
  - ii. career development theory and practice, with experience in individual career counselling
  - iii. the labour market and the TAFE and community services sectors.
- Understanding of government initiatives and policies related to job readiness and employment services.

## **Experience**

- Experience in:
  - an educational environment, or similar, is preferred with an emphasis on the provision of careers counselling
  - working autonomously in an environment that requires judgement, discretion, and initiative
  - setting priorities in an environment of competing demands.
  - the provision of professional personal and career development advice and counselling services to a diverse range of clients.

## **Skills**

- Self-motivated, with demonstrated organisational skills and the ability to work cooperatively within a team, or work without or limited supervision.
- The ability to:
  - contribute positively to a collaborative and supportive work environment
  - be flexible and responsive to the changing demands of clients, reflecting government policy and industry trends and requirements

## Key Selection Criteria

- develop new ideas, strategies and innovative solutions to meet the diverse needs of students, clients and relevant stakeholders.
- Well-developed interpersonal and written and verbal communication skills and a demonstrated ability to relate professionally to a diverse range of clients, staff and student cohorts.
- Experience with computer and paper-based career assessment and guidance tools and the application of career guidance theory.
- Proficiency in the use of the MS Office applications as well as general database management software and systems.

In addition to qualification requirements the incumbent will have:

1. Demonstrated experience in providing career counselling and guidance to clients, including career planning, job search strategies and education and training options.
2. Well-developed interpersonal, written and verbal communication skills with a demonstrated ability to facilitate groups and liaise effectively with clients and relevant stakeholders.
3. Demonstrated self-motivation with a proven ability to maintain privacy and confidentiality, work cooperatively and flexibly and organise multiple tasks and competing demands.
4. Demonstrated organisational and proven time management skills, with a demonstrated ability to meet deadlines and work concurrently on, and prioritise, competing tasks and work schedules.
5. Experience in developing and delivering training programs and workshops to individuals and groups on topics such as resume and cover letter writing, job search techniques, and interviewing skills.
6. Demonstrated commitment to quality and continuous improvement, and the ability to proactively drive creative and innovative solutions within a customer service context.

## Note

- This position description describes in general terms the normal duties which this position is expected to undertake. Duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from people occupying positions classified at this level may be allocated.
- Employees attending certain workplace settings, including health and care facilities, may be required to meet mandatory vaccination obligations.
- Due to the nature of the position, there may be a requirement to accommodate flexible working hours and attendance requirements.
- The incumbent may be required to perform their duties at any campus or location controlled by Holmesglen Institute or elsewhere as directed.
- Holmesglen is a child safe organisation. This position requires a valid Victorian Employee Working with Children check and National Police Records check.
- Holmesglen cultivates a workforce that embraces and values student voice and partnership.