
Employment Services Assistant Manager Job Profile

CHCDIS11C Co-ordinate disability work

Elements

Demonstrate commitment to high quality services for people with disabilities
Support rights, interests and needs of people with disabilities
Develop and implement a framework for quality service delivery

CHCCOM4B Develop, implement and promote effective communication techniques

Elements

Contribute to the development of effective communication strategies
Represent the organisation to a range of groups
Facilitate group discussions
Produce quality written materials
Conduct interviews

CHCORG11B Lead and develop others

Elements

Provide leadership, direction and guidance to the organization
Maximise own performance outcomes
Manage effective work relationships
Manage and improve the performance of individuals
Support, participate and review group development
Support and develop managers

CHCNET2B Maintain effective networks

Elements

Develop cooperative working relationships and strategic alliances with other organisations
Represent the organisation
Maintain networks

CHCOHS501A Manage workplace OHS management system

Elements

Establish and maintain participative arrangements for the management of OHS
Establish and maintain procedures for identifying hazards, accessing and controlling risk as well as dealing with hazardous events
Establish and maintain an OHS induction and training programs
Establish and maintain a system for OHS records

CHCADMIN5B Work within the administration protocols of the organisation

Elements

Complete workplace forms and documents
Store and maintain organisational information
Use and maintain equipment and machines
Manage inquiries in accordance with organisational policy and protocol

CHCORG20A Promote and represent the service

Elements

Promote community awareness of the clients, their needs and their importance
Promote the service to increase its profile in the community
Represent the service
Respond to negative publicity and perceptions, as required

CHCORG19B Develop and maintain the quality of service outcomes

Elements

Evaluate the outcomes of clients accessing the service
Plan and implement changes/strategies to improve outcomes
Ensure client service standards and codes of practice
Manage quality assurance processes

CHCORG7B Manage workplace issues

Elements

Manage staff planning and recruitment
Manage work allocation
Evaluate workgroup effectiveness
Implement disciplinary procedures

CHCPOL2A Contribute to policy development

Elements

Review existing policies
Contribute to research for policy advice
Provide briefing materials on policy development
Promote informed policy debate

CHCDIS8B Support people with disabilities as workers

Elements

Enhance people with disabilities safety at work
Monitor work performance

CHCDIS9A Maximise participation in work by people with disabilities

Elements

Prepare people with disabilities to work in open and supported employment
Match workplace/job and person with a disability
Assess skills and productivity for wages
Provide information on the industrial relations system as it relates to the employment of people with disabilities
Monitor employment opportunities

CHCES401A Analyse and apply labour market information

Elements

Collect labour market information
Analyse labour market information
Improve delivery of employment services by using labour market information

CHCAD2C Support the interest, rights and needs of clients within duty of care requirements

Elements

Provide support to client for the realization of their interests, rights and needs within job roles and responsibilities
Support and safeguard the interests and rights of clients

CHCORG8C Establish and manage new programs and services

Elements

Complete strategic planning activities
Manage implementation of new program and service
Establish and manage organisational and operational arrangements
Undertake appropriate evaluation and reporting

CHCORG28A Reflect and improve upon professional practice

Elements

Reflect upon practice
Ensure continuing self support and supervision
Operate within a agreed ethical code of practice/ethics

CHCMH4C Provide non-clinical services to people with mental health issues

Elements

- Assess the needs and issues of clients
- Establish goals of service provision with the client
- Provide services to meet client needs
- Review progress with client
- Use self-protection strategies

CHCAOD2C Orientation to the alcohol and/or other drugs work

Elements

- Work within the context of the alcohol and other drugs sector
- Develop knowledge of the alcohol and other drugs sector
- Demonstrate commitment to the central philosophies of the alcohol and other drugs sector