



## Job Description

<b>Position:</b> Employment Consultant (EC), Ember Employment  <b>Date prepared:</b> November 2018 <b>Reviewed:</b> January 2020	<b>Prepared by:</b> HR, GM Vocational Services VG, Team Manager – Ember Employment
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### Purpose of Position:

To work with clients referred to Ember Services Limited (ESL) employment service, Ember Employment, to identify their employment goals and aspirations and to facilitate placement into open employment. To support clients to maintain employment through an individualised employment support plan is an essential component of the position.

To build and maintain robust relationships with a range of companies and employers which reflects the diversity of the employment market.

To ensure that the Ministry of Social Development contract targets are met both individually and collectively.

<b>Reports to:</b>	Team Manager, Ember Employment
<b>Functional Relationships:</b>	Clients seeking open employment Clients in employment <b>Internal</b> <ul style="list-style-type: none"> <li>▪ Vocational services</li> <li>▪ Other Ember services</li> </ul> <b>External</b> <ul style="list-style-type: none"> <li>▪ Mental health agencies</li> <li>▪ Work and Income Personnel</li> <li>▪ General Practitioners</li> <li>▪ Health Care Professionals</li> <li>▪ Employers</li> <li>▪ Family/Whanau/Support People</li> </ul>
<b>Authorities</b>	N/A

### I have read and understood my job description:

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Key Result Area	Performance Standard	Performance Measure
<p><b>Clients:</b>  <b>Recruitment and Enrolment:</b>            To accept referrals from a variety of sources such as clients(self-referral), Work and Income, GP Practices, Community Mental Health Teams, Inpatient units, other Mental Health Non Government Organisations (NGO's).</p> <p><b>Enrolment:</b>            To contact the client within 48 hours/2 working days firstly to introduce yourself and ensure the client is aware of the referral being made (if not by client).            To arrange an initial face to face meeting, inviting the client to include any key people they may want at the meeting (e.g. parents, health care and support providers), explaining that this will be to describe the service and determine the suitability to their needs</p> <p>To agree with the client an appropriate meeting place, date and time. Where possible this will be in the client's community rather than ESL's office.            The Employment Consultant will introduce themselves, discuss how the service works and describe what support the client can expect from the EC.            The EC will determine the client's expectations of the service to ensure the right fit and that they are close to "ready for work".</p> <p>To provide information about the service and a copy of <i>"Your Rights When Receiving a Health and Disability Service"</i> (in the appropriate format and language)</p> <p>To complete the enrolment process by requesting the client's consent which includes consent to sharing of information with relevant parties, in particular between</p>	<p>Referrals accepted and the eligibility checked. Details of the client are completed</p> <p>Client contacted within 48 hours/2 working days</p> <p>Initial meeting arranged</p> <p>Initial meeting and EC introduction scheduled</p> <p>Information provided in the most appropriate format and language</p> <p>Consent/non consent is obtained</p>	<p>Every client has a completed and signed Referral Form</p> <p>Client contacted and records completed</p> <p>Meeting recorded</p> <p>Completed and recorded</p> <p>Completed and recorded</p> <p>Consent/non consent is recorded</p>

<p>Ember Employment and the Ministry of Social Development</p> <p>To identify the barriers which meet the contract requirements once the client is registered in ESL's client management system</p> <p><b>Pre-employment: Individualised Employment Assessment and Personal Profile:</b> To develop over a period of <b>4 weeks</b> an individual, comprehensive assessment and personal profile</p> <p>To complete the <i>Barriers to Employment Form</i> to identify their employment skills and needs</p> <p>To assign the <i>initial</i> Support Level Indicator (SLI) of Low, Medium or High</p> <p>With the client, undertake an <i>Employment Assessment and Plan</i> to identify the support required to achieve employment</p> <p>Together with the client, if required, to undertake Career Quest to assist in the development of an individual Career Plan</p> <p>To support the client in developing job search skills and preparation for employment e.g. an individual CV, identifying referees, interview techniques, personal presentation, transport, natural supports</p> <p>To support clients to identify open employment opportunities relevant to their goals and aspirations. Identify and develop natural supports in the community</p> <p>To provide ongoing encouragement, confidence building and resilience throughout the job search period</p> <p>To discuss with the client their disclosure/non disclosure of their mental health needs to the employer</p> <p>To provide support on the day of the interview, debriefing post</p>	<p>Client is registered and barriers are determined</p> <p>At 4 weeks Employment Assessment and Personal Profile developed</p> <p>Barriers are identified</p> <p>SLI assigned</p> <p>All completed within 4 weeks</p> <p>Undertaken as required</p> <p>The basis of the Career plan and the steps to be taken for job search activities is developed</p> <p>The client has developed basic skills</p> <p>With support the client is able to pursue employment opportunities relevant to their strengths, interests, skills and aspirations</p> <p>Discussions and suggestions take place at face to face meetings and phone conversations</p> <p>Client makes decision which is supported by the EC</p> <p>Agreement between client and EC</p>	<p>Approval from MSD is obtained for enrolment</p> <p>Employment Assessment and Personal Profile completed</p> <p>Recorded on Barriers to employment Form and stored in ESL's client management system</p> <p>Recorded on appropriate form</p> <p>Recorded and appropriate documentation completed</p> <p>Completed as required</p> <p>Completed and recorded</p> <p>As above</p> <p>Evident in ESL's client management system and SORT</p> <p>Recorded in client records in ESL's client management system</p> <p>EC behaves according to the client decision and does not disclose openly or vicariously</p>
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<p>interview and assisting the client to focus on the positive aspects of the interview</p> <p>To review and adapt the employment steps and career plan as the job search process continues</p> <p><b>Employment placement:</b> To meet with the client to develop an Individual Employment Support (IES) Plan which indicates support needs and what is to be delivered by the EC.</p> <p>To support the client in understanding the employment contract, ensuring that it meets legal requirements</p> <p>To discuss with the client their expectations and preparation for their first day/week of employment</p> <p>To contact the client at the end of the first day of employment to discuss how it went, encouraging them to focus on what went well and provide guidance and support</p> <p>To support and coach clients to develop natural supports in the workplace</p> <p>To include all relevant people in supporting the client through the process of gaining employment, developing natural supports and maintaining their employment</p>	<p>as to the nature of this support</p> <p>New plans devised as required</p> <p>Together the EC and client develop the IES Plan</p> <p>Client and EC check the contract and determine it meets requirements</p> <p>Client prepared including appropriate personal presentation</p> <p>Debrief and support given</p> <p>Over time client develops natural workplace supports</p> <p>Where appropriate others are involved in providing support</p>	<p>Evident in client records in ESL's client management system</p> <p>Documented in client records in ESL's client management system</p> <p>IES Plan completed and stored electronically in ESL's client management system</p> <p>Documented and entered into ESL's client management system</p> <p>As above</p> <p>As above</p> <p>As above</p> <p>As above</p>
<p><b>Employment Support Plan:</b> To develop in conjunction with the client an individually tailored Employment Support Plan prior to the first day of employment</p> <p>To confirm the SLI is appropriate</p> <p><b>Continuous Employment:</b> To review together with the client the Employment Support Plan including career development at 3, 6, 9 and 12 months. To complete the Employment Support Plan Review</p> <p>To facilitate and coach the client in developing positive</p>	<p>The Employment Specialist ensures the development of an individualised Employment Support Plan which identifies and addresses the client's needs whilst in employment</p> <p>Amendments made to forms if this changes</p> <p>Reviews completed at 3, 6, 9,12 months</p> <p>Positive relationships developed including natural supports in the</p>	<p>Employment Plan is established and assistance is offered to the client throughout the process including Career Development</p> <p>Documented on relevant forms and stored in ESL's client management system</p> <p>Employment Support Plan Review completed</p> <p>Demonstrates the ability to coach</p>

<p>relationships in the workplace</p> <p>If the client gives permission establish pro-active, open and ongoing liaison with the employer</p> <p>To 'pre-empt' problems before they occur. This includes formal and informal links with the employer and other relevant support people</p> <p><b>Ongoing Support:</b> To complete an assessment of the need for ongoing employment support beyond 12 months</p> <p>To complete an Ongoing Employment Support Plan</p> <p>To review the ongoing support plan at 12 months</p>	<p>workplace</p> <p>Consent checked and engagement with the employer undertaken</p> <p>Potential problems are identified during contact with the client</p> <p>Assessment completed and support identified</p> <p>Ongoing Employment Support Plan submitted to MSD via the Team Leader for consideration and approval</p> <p>Plan reviewed and amended as required</p>	<p>and act as a role model for clients</p> <p>Recorded</p> <p>Early intervention and evidence of quick response, appropriate solutions/actions evident</p> <p>Ongoing Employment Support Plan completed</p> <p>Plan is completed and MSD approval obtained or rejected</p> <p>Plan implemented</p>
<p><b>Employers:</b> To develop robust employer leads relevant to employment identified by clients</p> <p>To develop a range of employment opportunities which reflect the diversity of client choices and skills</p> <p>To develop effective and productive relationships with employers</p>	<p>Leads are developed and shared with the team</p> <p>Range of employers and type of employment available e.g., Chinese community leads, labouring roles etc</p> <p>Relationships maintained</p>	<p>Evident in ESL's client management system and client's career progression</p> <p>Shared with the team</p> <p>Evidence of proactive and robust relationships with employers shared in team meetings/through team emails</p>
<p><b>Meeting Expectations:</b> To achieve the minimum of 2 employment placements per month and 3 new referrals per month (or 24 per year and 36 per year respectively)</p> <p>To adhere to ESL and Workfocus policies and procedures</p> <p>To participate in ESL's performance appraisal using the Let's Get Real – Real Skills for working with people and whanau with mental health and addiction needs competencies and assessment</p> <p>To ensure ongoing personal and professional development and training as required by the service</p>	<p>Placements achieved</p> <p>The EC understands and follows the policies and procedures of both ESL and Workfocus</p> <p>Adherence to ESL's Performance Appraisal Procedures</p> <p>Undertakes personal and professional development and service determined training</p>	<p>Recorded</p> <p>All policies and procedures are adhered to</p> <p>Induction and internal training completed. Individual Performance Reviews are undertaken including a personal development plan, completed within the agreed timeframe</p> <p>In consultation with the Team Leader plan is completed at 3 months of commencement of</p>

<p>To attend 1:1 supervision</p> <p>To undertake Strengths Model Group supervision as required and to contribute to the process for all clients presented</p> <p>To attend Team and service development meetings</p> <p>Acknowledges the Treaty of Waitangi and observes culturally safe protocols. Familiar with the ESL's Maori Health Plan</p> <p>To embrace and respect the diversity of clients and observe appropriate cultural protocols</p>	<p>Participates actively in regular internal supervision no less than monthly</p> <p>Presents clients at group supervision and contributes to the process</p> <p>Participates actively and constructively in team meetings and service development</p> <p>Undertakes Tikanga Maori and Te Tapa Whare Wha training</p> <p>Demonstrates appropriate behaviour and shows respect</p>	<p>position</p> <p>Records demonstrate attendance and participation at least monthly</p> <p>Evident in the minutes of team meetings</p> <p>Participation recorded</p> <p>Demonstrates an understanding of the Treaty of Waitangi and Tikanga Maori</p> <p>Evident in practice</p>
<p><b><u>Accountability and Quality Assurance:</u></b></p> <p>To maintain client records within the required timeframe (48 hours from contact) and adhere to the IT policies associated with the use of laptops, computers and mobile phones</p> <p>To participate and contribute to internal and external audits/evaluations and quality initiatives</p> <p>To adhere to the Employment Support Practice Guidelines and to contribute to the annual review</p> <p>To implement improvements and corrective actions from audits and reviews</p> <p>To underpin all interactions with clients and colleagues with the principles of the Strengths Model (Charles A Rapp)</p>	<p>To be fully proficient with the electronic database and ESL's computer systems – particularly client management (ESL's client management system )</p> <p>Participate in relevant internal audits</p> <p>Contributes to the annual review</p> <p>Quality improvements and corrective actions implemented</p> <p>Adheres to the Strengths Model of practice</p>	<p>Evidence of proficiency through own records and through internal audit. All client files maintained to a high standard</p> <p>Participation evident</p> <p>Annual self review against the guidelines completed and recorded</p> <p>Corrective actions and improvements are completed</p> <p>Practice demonstrates Strengths Model</p>
<p><b><u>Service Promotion</u></b></p> <p>To contribute to service promotional activities internally and externally as required</p>	<p>Professional public image of Ember and Workfocus is developed and maintained</p> <p>To ensure attendance at key stakeholder meetings as required by the Team Leader</p>	<p>Maintain existing promotional strategies that enhance the reputation of Workfocus which include:</p> <ul style="list-style-type: none"> <li>-presentations</li> <li>-inter agency liaison – e.g. GPs, Mental Health Centres</li> </ul>
<p><b><u>Administrative Duties</u></b></p> <p>To ensure an understanding and</p>	<p>To have a full understanding of</p>	<p>Systems and procedures are</p>

<p>working knowledge of procedures and systems used in Workfocus</p>	<p>the systems and procedures undertaken within Workfocus</p> <p>To complete accurate client data input daily as required</p> <p>Provides accurate monthly statistical reporting as per requirements e.g. ESL's client management system , SORT and MSD reports</p> <p>Provide other information as required by the Team Leader and/or General Manager, Vocational Services</p>	<p>adhered to</p> <p>Records in ESL's client management system are up-to-date</p> <p>Reports are accurate, completed and submitted in a timely manner</p> <p>Information provided</p>
<p><b><u>Health and Safety</u></b> To ensure the health and safety of clients, visitors and self</p>	<p>Monitor Health and Safety relevant to the needs of Service and which comply with Health and Safety Act 1992 and Amendment May 2003</p> <p>Ensure your own health and safety and also the health and safety of other colleagues and/or visitors to our premises</p>	<p>Compliance with the Health and Safety Act</p> <p>Potential risks are identified and appropriate action is taken</p>

***The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as a list of all responsibilities, duties and skills required of the position and the incumbent.***

## **KEY COMPETENCIES/SKILLS**

### **Skills:**

- **Working with people experiencing mental health and addiction needs**
- **Working with Maori**
- **Working with Families and Whanau**
- **Working within Communities**
- **Challenging Stigma and Discrimination**
- **Upholding Law, Policy and Practice**
- **Maintaining Professional and Personal Development**

### **Personal Attributes:**

- **Compassionate & Caring:** sensitive and empathetic
- **Genuine:** warm, friendly, fun, have aroha and a sense of humour
- **Non-judgmental:** non-discriminatory, welcomes diversity
- **Open-minded:** culturally aware, self-aware, innovative, creative and positive risk takers
- **Optimistic:** positive, encouraging and enthusiastic
- **Patient:** tolerant and flexible
- **Professional:** accountable, reliable and responsible
- **Resilient**
- **Supportive:** validating, empowering and accepting
- **Understanding**

### **Role-models and upholds key ESL Values:**

- **Demonstrating Integrity**
- **Valuing Diversity**
- **Working Collaboratively**
- **Striving for Excellence**
- **Communicating Effectively**
- **Financial Sustainability**
- **Environmental Responsibility**
- **Embracing Aroha**

**Questions relating to the job description should be directed to:**

Human Resources Advisor, PO Box 22 424, Otahuhu, 1640, Auckland  
Phone: (09) 523 2790, Fax: (09) 523 2149 or E-mail: [reception@ember.org.nz](mailto:reception@ember.org.nz)





## HR-16 – HAZARD REGISTER AND MANAGEMENT CONTROLS

All work roles have inherent hazards associated with them. The roles that you will be involved in at Ember Services Limited (ESL) are no exception. As an employer, ESL is required by law to manage such hazards.

Possible hazards associated with your role are listed in this document, together with measures that have been designed to ensure your Health, Safety and Wellbeing (OHS)

The listed “management control” measures include various equipment, processes, policies and/or approved procedures.

All employees are expected and required to follow the established controls.

In addition to the above, all work areas have processes in place to identify hazards specific to that area. Your site OHS representative/s are trained and will be able to assist you with any OHS issue.

Document No: HR16	Date implemented: Nov 2009	Approved by: Best Practice Leader
Review Date: May 2018	Version No: 5	Page 9 of 4

Role/Task/Position	Hazard	Possible Outcome	Controls in place to Manage
VDU users (all employees)	Overuse and/or Ergonomics	Strain Injury	<b>Minimize by:</b> <ul style="list-style-type: none"> <li>• Workstation assessment, equipment and setup</li> <li>• VDU Training</li> <li>• Manually varying tasks</li> <li>• Taking regular breaks away from computer or task</li> </ul>
Manual handling/lifting	Excess weight	Strain	<b>Minimize by:</b> <ul style="list-style-type: none"> <li>• Back Care training</li> <li>• Utilizing appropriate services</li> <li>• Use of trolleys</li> <li>• Ask others for help/assistance</li> </ul>
Working with public and consumers	Unwell/stressed consumers and families	Verbal Abuse, Violence/aggression Stress	<b>Minimize by:</b> <ul style="list-style-type: none"> <li>• Attend appropriate training</li> <li>• Utilize team based processes</li> <li>• Supervision</li> <li>• Debriefs</li> <li>• Be familiar with procedures for dealing with violence (security, police)</li> </ul>
Working with public and consumers (all support worker)	Unwell (infectious people)	Infectious Disease	<b>Minimize by:</b> <ul style="list-style-type: none"> <li>• Infection control training appropriate to area – local procedures</li> <li>• Utilizing Personal Protective Equipment (PPE)</li> <li>• Paid sick leave and Return to Work programme</li> <li>• Vaccination programmes</li> </ul>

Role/Task/Position	Hazard	Possible Outcome	Controls in place to Manage
Working with public in the community	Isolation/lack of support	Poor outcomes, stress, potential injury	<p><b>Minimize by:</b></p> <ul style="list-style-type: none"> <li>• Safety in the Community Policy – alert to danger cards</li> <li>• Local procedures (e.g. cell phones, access to consultation)</li> <li>• Team based reviews, risk management plans</li> <li>• Employee Assistance Programme (Benestar counselling/support)</li> <li>• Regular supervision with Manager</li> </ul>
Driving for work – company vehicles (All Employees)	Usual traffic hazards	Breakdown/injury	<p><b>Minimize by:</b></p> <ul style="list-style-type: none"> <li>• Current driver's license/NZTA Driver Check</li> <li>• Vehicle maintenance/e-learning training</li> <li>• Plan journeys and allow time for travel</li> <li>• Driver responsibility</li> <li>• Insurance/roadside rescue</li> </ul>
All Employees	Slips and falls	Potential Injury	<p><b>Eliminate / or minimize by:</b></p> <ul style="list-style-type: none"> <li>• All employees are required to clean up a spill or remove an unsafe obstacle</li> <li>• Report hazard to Manager or OHS Rep</li> <li>• Use of provided 'Spill Kit'.</li> </ul>

Role/Task/Position	Hazard	Possible Outcome	Controls in place to Manage
All Employees	Long hours Lack of training/support Bullying Harassment	Stress	<b>Minimize by:</b> <ul style="list-style-type: none"> <li>• Report hazards, alert direct Manager, attend regular supervision</li> <li>• Regular meetings and appropriate training</li> <li>• Employee Assistance Programme (Benestar counselling/support)</li> <li>• Utilising own GP</li> <li>• Harassment Policy/Officers</li> <li>• Having regular leave for rest and relaxation.</li> </ul>
All Employees	Machinery/electrical appliances	Potential Injury Lack of service	<b>Minimize by:</b> <ul style="list-style-type: none"> <li>• Regular maintenance / checklist</li> <li>• Utilizing appropriate support services</li> <li>• Report hazard to Manager or OHS Rep</li> </ul>
All Employees	Chemicals (very limited)	Exposure/Injury	<b>Minimize and/or Eliminate by:</b> <ul style="list-style-type: none"> <li>• Clearly labelled and correctly stored</li> <li>• Accompanying Safety Data Sheet (S.D.S) / manufacturers instructions</li> <li>• Training</li> <li>• Purchase and use of non-toxic cleaning materials</li> </ul>
UV Exposure (All involved in outdoor activities)	Sunburn Sun Stroke	Skin damage Skin cancer	<b>Eliminate by:</b> <ul style="list-style-type: none"> <li>• Use of Sunscreen, hats &amp; suitable clothing</li> <li>• Shaded areas / Sun Protection Policy</li> <li>• Training, information and guidance</li> </ul>
<b>Area or Role Specific</b>			