



POSITION DESCRIPTION

Careers Advisor

Reports to: Manager

Classification: PACCT 4

Department: Skills & Jobs Centre

Location: Mildura / Swan Hill

Primary objectives

- Contribute to the provision and development of excellent customer service to individual clients, service providers, industry and businesses accessing the services of the Skills and Jobs Centre.
- Guide and advise clients, providing tailored careers support services based on the individual's needs.
- Provide sound advice in areas of expertise and work to develop strategies and techniques in career development and vocational readiness.
- Support the Skills and Jobs Centre team in a positive, professional manner and contribute to the cohesive provision of a first-class customer experience

Position summary

The Careers Advisor will provide specialist career and workforce development advice to a broad range of clients. This position will provide a high level of client support including, but not limit to;

- Client enquiries
- career transition advice and support
- Conducting presentations, workshops and information sessions
- Providing advice on education, training and employment (job) market opportunities; and
- Providing referral information as required.

The incumbent will actively engage with clients, industry and the community. They will partner with education delivery departments to drive defined engagement strategies that supports the Institute to meet client and industry needs and achieve business growth aligning with the Institute's strategic focus.

This position is also accountable for providing support and advice for current SuniTAFE students and alumni entering the Australian job market for the first time or seeking a career transition, and advice on further training and educational options.

The role will focus on providing a confidential, professional and contemporary advice on sustainable industries, emerging careers and training linked to these opportunities on both a one-on-one basis and leading facilitated workshops. The role will also require referrals to community as required.

The incumbent is a key and active participant of the Skills and Jobs Centre Team and provides expertise to the team on current recruitment and careers practise.

Key responsibilities

- Build networks and maintain effective relationships to collaborate with external stakeholders including community organisations, employers, local industry, other government departments and other Skills and Jobs Centres.
- Provide appropriate referrals, and to support clients to access the relevant services and opportunities available to them.
- Liaise with SuniTAFE staff to provide best practice customer service and positive outcomes for our clients.
- Support, assist and guide clients to identify and implement career transition and job seeking strategies. These strategies may include developing individual career action plans; resumes; writing job applications' conducting internet job and career research searches; providing interview technique advice and practice.
- Design, develop and deliver workshops relevant to the Skills and Jobs Centre objective.
- Maintain up to date resources and be fully aware of current online job/career seeker support websites and employment market trends to facilitate positive outcomes for Skills & Jobs Centre clients.
- Identify and provide career development to clients with special needs or those considered educationally/vocationally at risk
- Coordinate and attend events within the community/industry and at secondary schools, providing information and guidance to potential students whilst representing SuniTAFE in a professional manner.
- Develop and deliver workshops on job readiness/job search support services to unemployed job seekers, SuniTAFE students.
- Develop and deliver professional development for relevant staff.
- Assist and guide clients with online job profiling and pre-course testing where applicable
- Liaise with all stakeholders, externally and internally to ensure all clients are aware of services available to them
- Lead the development, and the delivery of, targeted career education and job readiness support services as well as building networks and resources relevant for the career and vocational needs of the various cohorts.
- Interpret and guide the development and delivery of job readiness/job search support services to unemployed job seekers
- The incumbent can expect to be allocated duties as directed by the Skills and Jobs Centre Manager not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Act in accordance with SuniTAFE values – Customer Focus, Business Acumen, Integrity and Innovation including:

- Provides exceptional customer service to all internal and external stakeholders of the Institute and ensures a positive first impression for Institute visitors at all times.
- Actively participates in all relevant training provided to assist in the implementation of new systems or processes across the Institute.
- Actively participate in the Institute's annual Workplan and Performance Review process.
- Participate in all team based activities and meetings within the Business Unit, and attend divisional and other meetings as required.

- Complies with OH&S and EEO legislation;
- Maintain awareness and comply with the Victorian Government’s Child Safe Standards.
- Prepared to undertake further courses of study, annual OH&S, EEO, Cultural Diversity and/or identified mandatory professional development programs or training relevant to the position as necessary.
- Reports to work as scheduled with a willingness to work flexible hours according to business needs.
- Demonstrates a willingness to adopt change and new initiatives.
- Represents the Institute professionally at all times.
- Actively promotes and encourages a service culture within the team.
- Communicates any opportunities to improve service delivery and make recommendations on steps to make agreed improvements.
- Actively encourages and promotes effective communication and strong working relationships within the team / Institute.
- The incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
- Actively prevent fraud and corruption.

Knowledge, skills and abilities

- Certificate IV level qualification in Career Development and/or a willingness to obtain.
- Skills in communicating and liaising at all levels of the organisation.
- Strong networking skills
- Ability to build capacity and share knowledge.
- Knowledge of the VET sector and SuniTAFE policies and procedures or the ability to rapidly acquire this knowledge.
- Knowledge of external community services providers.
- Excellent written and verbal communication and presentation skills to ensure tasks are performed to a professional standard.
- Proven analytical and problem solving skills.
- Ability to prepare written reports, case studies and analyse data.
- Ability to work with minimal supervision and exercise good judgement.
- Strong organisational skills to managed time efficiently and work load.
- Intermediate computer skills and knowledge including Microsoft Office and SMS.
- Customer Service focused with ability to take initiative to resolve problems and issues within bounds of delegated authority.
- Ability to maintain confidentiality.
- Adherence to Public Service Code of Conduct and SuniTAFE values.

Organisational relationships

Subordinates	Key Relationships	
	Internal	External
Nil	<ul style="list-style-type: none"> • Teachers • Engagement & Retention Officer • Student Support Officers 	<ul style="list-style-type: none"> • Industry/Business • Referral Partners • Government bodies • Secondary Schools

	<ul style="list-style-type: none"> • Skills Recognition Team • Reconnect Team • Koori Liaison Officer • Education Delivery Managers 	
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Organisational environment

SuniTAFE is an award winning large provider of vocational education and training in north-west Victoria.

We are well positioned, with our campuses located in Mildura and Swan Hill, to orchestrate the continued delivery of excellent education and training in this region. We have experienced trainers, teachers and community providers offering qualification across a range of courses and customised skill set training covering multiple sectors relevant to the community and stakeholders.

Key selection criteria

- Certificate IV level qualification in Career Development and/or a willingness to obtain.
- Ability to coordinate the delivery of career advice and guidance to a broad range of clientele and specific special needs groups with a commitment to supporting individual clients with vocational training, career advice and support.
- Demonstrated ability to communicate and liaise with a diverse cohort of stakeholders.
- Knowledge of the VET sector and SuniTAFE policies and procedures.
- Demonstrated analytical and problem solving skills with the ability to prepare written reports, case studies and analyse data.
- Demonstrated customer service focus with the ability to take initiative to resolve problems and issues within bounds of delegated authority.

The successful candidate will be required to provide:

- *A successful criminal record check which is less than 6 months old*
- *A working with children check; and*
- *A full COVID-19 digital vaccination certificate*

Recommended	Approved	Acknowledged
Shauna Picken Manager, HR Services	David Harris GM, Operations	[name] Incumbent