



# Client Engagement Officer 50D

## Position Details

Position Number: 30000557

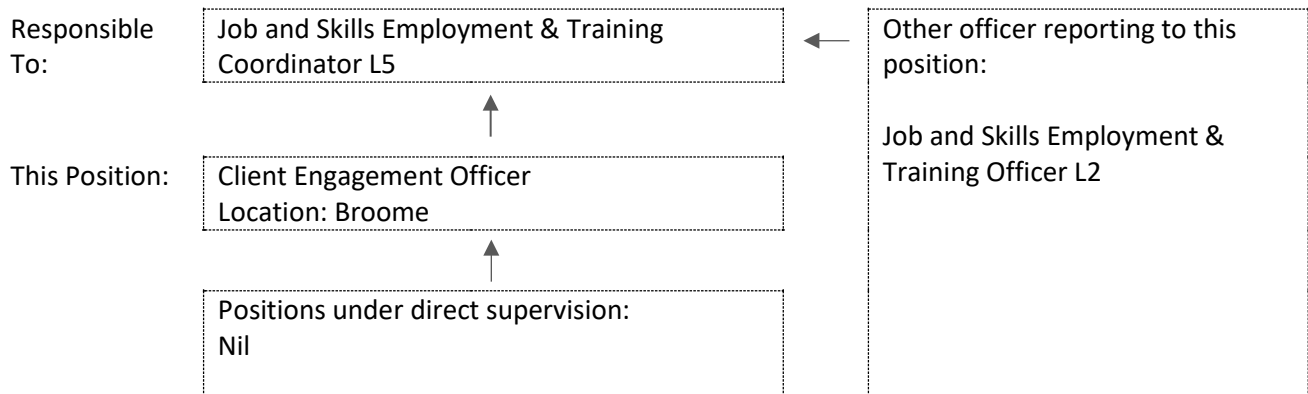
Classification: Level 4

Award/Agreement: Public Service and Government Officers CSA General Agreement 2019

Directorate: Organisational Services

Location: Broome

## Reporting Relationships



## Our Purpose

North Regional TAFE (NR TAFE) is the leading regional provider of vocational education and training in Northwest Australia. Our purpose is to build the skills and capacity of the workforce for a sustainable economy and enable resilient communities.

All employees at NR TAFE contribute to the vital role of providing vocational education in rural and regional WA, and job training pathways including to the most vulnerable in the community.

## Our Values

The minimum standards reflecting in the NR TAFE Code of Conduct, Values and the Public Sector Commission Code of Ethics are required to be demonstrated by all employees in their day to day activities.

NR TAFE is committed to an inclusive, high performance culture that places the needs of the students and the public at the centre of all that we do.





## Position Overview

Jobs and Skills Centres (JSCs) operate from a number of North Regional TAFE campuses, and support the implementation of the Western Australian Governments “Plan for Jobs”.

Jobs and Skills Centres are a “one-stop shop” service that help support individuals to find employment and careers, as well help employers to recruit and build a skilled workforce. JSCs provide free practical information for skill development, recruitment assistance and information about apprenticeship and traineeships.

The Jobs and Skills Centre in Broome provides a jobs board to help job seekers connect with employment opportunities and to help employers attract and recruit employees. JSCs also provide information to employers about opportunities to develop the skills of their existing workers.

The Client Engagement Officer located in Broome is responsible for delivering Jobs and Skills Centre services to employers, clients and groups of clients in Broome and the West Kimberley region, and assists job seeker clients with their job search and connecting to work experience, employment and/or apprenticeship/traineeship opportunities.

The Client Engagement Officer undertakes regular travel to provide outreach services to Derby, Fitzroy Crossing, Broome Peninsular and Bidyadanga.

## Position Responsibilities

Greets and engages all JSC clients and provides information on the range of JSC services available by assisting each client to identify the service relevant to their needs.

Builds opportunities for JSC clients, including key focus group clients, by providing information on opportunity for skill development, employment and recruitment information.

Builds relationships with stakeholders including remote communities, businesses and key agencies, to improve employment opportunities for local people.

Fosters collaborative working relationships between staff of the Jobs and Skills Centre and co-located contracted service providers.

Facilitates information sharing and client referrals within the JSCs office staff and with/to other service providers as appropriate.

Is responsible for accurately recording service delivery using the CRM.

## Selection Criteria

### Essential Criteria

1. Aboriginality (under Section 50D of the Equal Opportunity Act 1984, Aboriginality is considered an essential occupational criteria).
2. Knowledge of the training sector and training programs, local industry stakeholders and labour markets including knowledge of trends and developments.
3. Well-developed computer skills including a working knowledge of Microsoft Office, databases, spreadsheet, outlook, word processing, record management systems and communication technologies.
4. Well-developed organisational and time management skills.
5. High developed interpersonal and written skills



6. Demonstrated capacity to participate and contribute actively as part of a team.
7. Current knowledge and commitment to Equal Opportunity and Occupational Safety and Health in all aspects of employment and service delivery.

#### Other Requirements

- Current driver's licence
- Frequent regional travel is required

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### Appointment Factors

**Location:** North Regional TAFE Campus

**Accommodation:** Subject to eligibility and the North Regional TAFE GROH Housing Policy

**Allowances:** As per Award.

**Travel:** Regular travel to and work at other campuses or sites is a requirement of this role

### Special Conditions

#### National Police History Check:

All new staff being appointed to North Regional TAFE are required to provide a National Police History Check prior to commencing duty. All applications must be directed to the "Screening Unit" at the Department of Education and Training

#### Working With Children Check (WWC):

All new staff appointed to North Regional TAFE in "child-related work" are required to provide a WWC Check prior to commencing duty. If you receive a Negative Notice or an Interim Negative Notice you will be deemed to have repudiated your contract and your employment will cease.

#### Current WA 'C' Class Driver's Licence

All new staff being appointed to North Regional TAFE are required to have a current WA 'C' Class Licence as staff will be required to travel between campuses, from time to time. For staff appointed from outside Western Australia, you must apply for a WA driver's licence within three (3) months of becoming a resident of WA.

#### Prescribed Legislation and Regulation


As an employee of the Western Australian public sector you have specific obligations to the community of Western Australia and your colleagues. In addition to the prescribed industrial agreement, your employment is governed by the following:

Public Sector Management Act (1994) and Regulations  
Vocational Education and Training Act (1996)  
Public Sector Code of Ethics  
North Regional TAFE's Code of Conduct  
Equal Opportunity Act (1984)  
Occupational Safety and Health Act (1984)  
Internet Terms and Conditions of Use  
Employee Software and Compliance Statement  
North Regional TAFE policies and procedures



### **CERTIFICATION**

The details contained in this document are an accurate statement of the position's responsibilities and requirements.

Employee		Managing Director	
Name:		Name:	Kevin Doig
Signature		Signature	
Date:		Date:	1 February 2021