

POSITION:	Workforce Retention Consultant Inclusive Employment Services
REPORTS TO:	Team Leader Inclusive Employment Services
DATE CREATED:	August 2025

ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Disability, Palliative care, Early Childhood Intervention Services and Education.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

DIVERSITY, EQUITY OF ACCESS, AND INCLUSION

MCM is committed to inclusion, equity of access and diversity. We know that diversity helps us to innovate and make the biggest impact possible. Our DEI Strategy On for Inclusion supports and drives an inclusive workplace culture. We recognise that many people continue to face systemic barriers within an employment context, particularly those from First Nations, culturally and linguistically diverse, disability and LGBTIQ+ communities. We are committed to inclusivity and want to continue to learn from and grow our diverse workplace culture. This includes supporting your individual employment needs wherever reasonably possible.

POSITION CONTEXT

MCM/CoAct is a specialist youth provider for Inclusive Employment Australia supporting young people with disability up to the age of 25 to find and keep meaningful employment.

POSITION PURPOSE

The Workforce Retention Consultants' (WRC) primary role is ensuring that once clients are placed in employment, they receive the necessary support and modifications to remain in their jobs. The focus is on long term job retention, reducing turnover, and increasing overall satisfaction for both employees and employers. Acting as a bridge between the employer and the employee, ensuring that both parties have the tools, education, and support needed to maintain a successful working relationship. As clients progress in their jobs, WRCs provide career planning, helping clients identify future goals, skill-building opportunities, and pathways for advancement within their chosen industry. WRCs are responsible for converting placements to specific milestone outcomes. The effectiveness of WRCs is measured by the stability of placements, client career advancement, and successful management of outcome claims.

POSITION DUTIES AND RESPONSIBILITIES

Key Accountability Ares	Key Responsibilities	Success Criteria
Retention Support Assessments and Planning	<ul style="list-style-type: none"> • Undertake Workplace Compatibility Assessments to determine the support needs of clients in particular roles. • Review and develop targeted actions as a result of assessments and implementing interventions for identified support needs. • Assist clients to develop and agree on actions that will underpin achieving their goals. • Identify different stages of support and specific needs of the client and the employer (such as probation, sustainable employment and career development). • Develop and implement action plans to address retention challenges, including setting clear goals and strategies for improvement. • Goals, actions and activities are represented in the clients Job Plan. • Servicing and assessment results are documented and used in determining referral to Ongoing Support Assessments. • Read and understand support implementation requirements as a result of Ongoing Support Assessments and ESAts. • Following assessment work with the Diversity Recruitment Specialist to ascertain the most appropriate time to anchor the position, aligning the phase movement to any pay period start dates. • Conduct regular assessments to evaluate progress, identify areas for support, and adjust plans as needed to enhance employee retention and job satisfaction. 	<ul style="list-style-type: none"> • Clients have initial and subsequent Workplace Compatibility Assessments completed for each placement. • 60% of post placement support clients transition to ongoing support phase. • ESAts and Ongoing Support Assessments are completed in line with guideline requirements.
General Administration and Servicing	<ul style="list-style-type: none"> • Work with the Diversity Recruitment Specialist and Employment Support Consultant to case conference any information relevant to ongoing servicing of the client or employer following placement. • Maintain regular contact with clients and help clients to understand the benefits of disclosure. • Work with clients to achieve consent to contact their employers and maintain regular contact 	<ul style="list-style-type: none"> • Release of Information Forms are confirmed prior to any Employer Contact. At least 50% of the placed caseload consent to Contact through ROI. • Placed clients have an active support schedule in

	<p>with employers around interventions and support needs.</p> <ul style="list-style-type: none"> • Create and maintain regular schedules of contact using the JobReady Support Tracker. • Review compliance requirements for servicing (ESAT, OSA, Job Plan) on a regular basis. • Create and maintain a Career Action Plan with activities and goals aligned to the phase of servicing. • Schedule ongoing support contacts in advance per the client's level of ongoing support refer to OGS guidelines for minimum contact expectations. • Maintain appointment compliance (File Notes, Schedule, Result) 	<p>the JobReady Support Tracker.</p> <ul style="list-style-type: none"> • Placed clients are contacted a minimum of once fortnightly with support actioned to ensure tracker hygiene is maintained. • Clients have Career Action Plans aligned to Post Placement and Ongoing Support Phase. • Maintain a Net Promotor Score Rating above 30 • Maintain all compliance required for the phase of servicing (Post Placement Support, Ongoing Support).
Client and Employer Servicing	<ul style="list-style-type: none"> • Assist clients to manage their consent to contact employers and disclosure of the disability or health conditions. • Maintain an inquiring approach, using assessments and client information to determine support needs and outsourced allied health where necessary. • Client conversations should be support focused, and clients should understand the purpose and value of participation in the service. • Clients should understand why we ask for information related to their role, including confirmation of minimum award rate of pay, correct declaration and achieving benchmark hours requirements. • Ensure employers are kept informed of any key dates, servicing requirements and wage subsidy information. • Tailor support delivery to the needs of the client and employer (e.g. phone based, on-site support). • Regularly review the client declared earnings to determine any risk with meeting benchmark requirements, or to rectify any under declared earnings and minimise debts. • Ensure all compliance related requirements are in place for claim eligibility (e.g. Job Plans, Minimum Contacts). 	<ul style="list-style-type: none"> • Maintain an NPS score above 30. • Able to leverage strong client and employer relationships to meet outcome evidence requirements. • Where approved, employer contact is documented and scheduled in line with Client Support Schedule (At least monthly).

	<ul style="list-style-type: none"> • Input wage history information into JobReady, and update the status, service periods, suspensions/volunteer periods/permissible breaks and value of claims for forecasting. • Follow CoAct claim submission processes to ensure timely and efficient assessment of claims. • Track and monitor the payment of Wage Subsidies, ensuring evidence requirements are achieved and employers submit invoicing information by key milestone dates. • Assist with the application of reimbursement implementation of any Job Access-related supports or expenses. • Assist with the purchase of any related supports or equipping, managing expenses through JobReady for reporting. 	
Claims Management	<ul style="list-style-type: none"> • Regularly review the declared earnings to identify any reduction in hours or earnings that might impact the claim. • Regularly confirm and document declared earnings assessments with the client and employer where ROI is in place. • Assist clients to rectify any incorrect declared earnings. • Where clients are unable to declare earnings (e.g. volunteer clients), work with clients to access alternative evidence for claims. • Utilise tracking software to manage claim due dates and requirements for claim. 	<ul style="list-style-type: none"> • Claims are submitted within 5 days of becoming due. • Clients in OGS phase have all claims processed quarterly. • Maintain a claims submission rate in line with the network average. • Submit all Job Access claims to CCU within 24 hours of payment. • Wage Subsidies are made payable within 30 days of the Subsidy becoming available to the employer. • Maintain a claims conversion rate in line with the following: <ul style="list-style-type: none"> • 12 Week Claims – 70%. • 26 Week Claims – 60% • 52 Week Claims – 50%
Customised Employment	<ul style="list-style-type: none"> • Conduct in-depth task analysis for clients, aligning their skills and preferences with potential job roles or customised work experiences. • Build relationships with employers to negotiate tailored job opportunities, including work trials or job carving. 	<ul style="list-style-type: none"> • Secure customised employment opportunities for at least 5 clients per month, aligned with their interests and skills.

	<ul style="list-style-type: none"> • Provide continuous support post-placement, focusing on retention strategies to ensure long-term success. 	<ul style="list-style-type: none"> • Maintain a high rate of job retention, with regular followups and adjustments made to support both employer and client needs. • Demonstrate successful job carving and work trial placements, with positive feedback from both clients and employers.
Employer Engagement	<ul style="list-style-type: none"> • Maintain regular communication with employers to monitor employee performance and address any issues. • <p>Provide support and guidance to both the employer and employee to foster a positive work environment and ensure long-term job retention</p>	<ul style="list-style-type: none"> • All employer and employee issues are addressed early through regular check-ins, leading to sustained placements and positive working relationships.
Cultural Competence	<ul style="list-style-type: none"> • The ability to interact effectively with people across different cultures. • Integrate culture into their work environments and tailor care to meet colleagues, business partners and customers' social, cultural and linguistic needs 	<ul style="list-style-type: none"> • Awareness of one's own cultural worldview. • A positive attitude towards cultural differences. • Knowledge of different cultural practices and worldviews. • Cross-cultural communication skills.
Work Health and Safety (WHS)	<ul style="list-style-type: none"> • Apply and promote Work Health and Safety (WHS) principles in delivering the work of the area. 	<ul style="list-style-type: none"> • Locate and access WHS information relevant to own work role. • Plan work in accordance with WHS legislation, codes of practice, and other CoAct policies and work procedures. Page 5 of 6 Key Accountability Areas Key Responsibilities Success Criteria • Identify hazards and report to supervisor. • Contribute to work health and safety participative processes. • Participate in the control of emergency situations Report incidents and

		injuries in accordance with organisation policies.
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KEY SELECTION CRITERIA

Values	Understanding of and commitment to living the Values of MCM. You will share our vision and values, including a commitment to achieving quality employment outcome for the most disadvantaged clients
Competencies (and level within CoAct Competency Framework)	<ul style="list-style-type: none"> • Communication – Advanced • Collaboration & Partnership – Advanced • Attention to Detail – Advanced • Relationship Development – Intermediate • Results Orientation – Intermediate • Adaptability – Intermediate • Self-Management – Advanced • Strategy – Foundational
Personal Attributes	<ul style="list-style-type: none"> • Problem solving skills. • Resilience, patience, understanding & empathic. • Strong communication skills & attention to detail. • Strong empathy and an ability to build rapport with diverse individuals. • Creative problem-solving skills and adaptability to tailor support to individual needs. • A solutions-focused approach that fosters motivation and drives positive outcomes.
Required Experience	<ul style="list-style-type: none"> • Frontline experience within an employment services provider. • We seek candidates with a diverse range of skills from both within and beyond the sector, recognising the value of unique industry experience and perspectives.
Required Qualifications	<ul style="list-style-type: none"> • Frontline staff involved in case management who do not have lived experience of disability or a minimum of three (3) years of industry experience are required and to hold or be actively working towards a relevant qualification. • Relevant qualifications include (but not limited to); Cert IV or above Community Services, Employment Services, Disability Support, Career Development etc. • Candidates are required to hold an approved working with children check and positive police clearance

Essential Safety Screening Requirements:

- Proof of Identity Check
- National Police check
- International Police check
- Current Victorian Working with Children Check (Employee)
- NDIS Worker Screening Check and Clearance Certificate
- Other Professional Registration (eg SPA, OT, etc.)
- Current Victorian Drivers Licence
- Right to work in Australia

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

Together	We are inclusive and accepting of difference
	We work in highly effective teams and our people are connected across our organisation
	We engage proactively with others to deliver outcomes
Courageous	We speak up constructively in line with our convictions
	We pursue our goals with determination
	We are passionate about our advocacy role
Curious	We are inquisitive and ask why
	We challenge the status quo
	We actively explore the alternatives
Open	We are transparent and have genuine, honest interactions
	We listen and hear people's voices
	We value and respect the autonomy of clients
	We trust one another
Accountable	We act safely in all our interactions
	We manage within our financial and resource boundaries
	We own our outcomes and decisions
	We are proud of the work that we do

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS**Child Safety & Safety of Vulnerable People**

MCM is a Child Safe Organisation, committed to the safety and wellbeing of children, young people, people with disability, and other vulnerable people. We have zero tolerance of abuse and neglect of all vulnerable people. MCM is committed to providing a safe environment in which children and vulnerable people are protected from violence, abuse and neglect. All employees must:

- Comply with the Child Safe Standards at all times.
- Maintain a safe environment in which children and vulnerable people are safe at all times.
- Actively prevent, and immediately report to MCM, any violence, abuse or neglect of any child or vulnerable person.

Workplace Health & Safety

MCM's has zero tolerance for compromised worker safety. We endeavour to provide a working environment that is safe for all employees and people who use our services. As an employer, MCM adheres to Occupational Health & Safety regulations. All employees must:

- Comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of their own health and safety, and the health and safety of their colleagues, service users, and others who may be affected by the employee's acts or omissions in the workplace.
- Immediately report to MCM any hazards or incidents.

Code of Conduct and Operational Accountability

MCM is committed to operating efficiently and ethically and remaining operationally and financially sustainable. All employees must:

- Operate within the requirements of MCM's and CoActs accreditations, registrations, policies and procedures, Code of Conduct, and regulatory guidelines.

Position Description Maintenance

Position Descriptions change over time, due to a wide range of organisational, technological, financial, geographical, service, systemic, legal, and individual factors. All employees must:

- Maintain position description currency by communicating, discussing and documenting necessary changes, and considering consistencies and relativities with other like-positions.
- Ensure compliance with position description, management of change, and consultation requirements in the relevant Awards and Enterprise Agreements.
- Use correct processes to apply for changes related to individual circumstances, for example, reasonable adjustments for disability, flexible working arrangements for care responsibilities, rehabilitation to work following injury, ill health or medical procedure, or transition to retirement.