

SELECTION CRITERIA

Customer Relations Advisor

Essential

A strong commitment to the values of EDGE Employment Solutions

Ability to work effectively with people with disabilities

Ability to work autonomously and as part of a team

Good written and verbal communication skills

Good analytical and problem solving skills

Good interpersonal and conciliation skills

Good planning and organisational skills

Appropriate Police Clearance

Current drivers licence

Desirable

Broad Knowledge of services for people with disabilities

Commitment to ongoing professional development

Relevant Tertiary qualifications

EDGE EMPLOYMENT SOLUTIONS

JOB DESCRIPTION

Position: **Customer Relations Advisor**

Responsible to: Team Leader, Customer Relations

Overall Responsibility: Assists the Team Leader, Customer Relations to promote EDGE Employment Solutions as a quality disability open employment service and attracts a steady flow of new job seekers to the agency.

1. CUSTOMER RELATIONS

- 1.1 Assists the Team Leader, Customer Relations to liaise with schools, TAFEs, universities, Centrelink, Local Area Co-ordinators, Group Training Organisations, disability organisations and other agencies to promote the services of EDGE Employment Solutions.
- 1.2 Assists with promotional activities and agency publicity to attract future job seekers.
- 1.3 Liaises with the Team Leader, Customer Relations regarding existing and upcoming vacancies.
- 1.4 Receives and responds to all registration enquiries.
- 1.5 Maintains a database on past, existing and prospective job seekers.
- 1.6 Organises and attends registration interviews with other key staff.
- 1.7 Identifies suitable candidates for the organisation's specialist programs and projects.
- 1.8 Assists the Team Leader, Customer Relations to meet government requirements for registering new job seekers.
- 1.9 Establishes the agency as the disability open employment provider of choice for entry-level, semi-skilled and skilled job seekers.

2. GENERAL

- 2.1 Ensures that appropriate action is taken following any grievances.
- 2.2 Participates in meetings and functions as required.
- 2.3 Participates in research activities as required.
- 2.4 Participates in external and internal training as required.
- 2.5 Promotes the service and advocates for people with disabilities.
- 2.6 Stores information appropriately and maintains confidentiality.
- 2.7 Performs any other job-related duties as directed.

Signed: _____

Managing Director

Date

EDGE Employment Solutions

**POLICY ON
CRIMINAL SCREENING OF
EMPLOYEES AND VOLUNTEERS**

Effective Date: July 2014

1. BACKGROUND

EDGE Employment Solutions is a non-profit organisation established for the purpose of assisting people with disability to establish careers of their choosing in open employment.

Work practices focus on assisting people with disability to obtain and maintain employment. The development, implementation and monitoring of work practices is achieved through consultation with employees, registrants, their families, employers and other stakeholders. Ultimately, service delivery is dependent on funding from external sources, primarily the Federal Government.

2. PURPOSE AND SCOPE

The purpose of this policy is to safeguard the agency and registrants against recruiting employees or volunteers who have been convicted of criminal offences that would raise reasonable doubts about their suitability to provide care and support to people with disability. The policy recognises the agency's legal and moral duty of care obligations to registrants under Standard 1 and 6 of the National Standards for Disability Services.

3. POLICY STATEMENT

All field employees will produce a satisfactory National Police Clearance and Working with Children Check Card prior to being offered permanent employment with the agency.

4. PROCEDURES

EDGE Employment Solutions will:

- Inform all prospective applicants for positions with EDGE that they will be required to provide a satisfactory National Police Clearance less than one month old before issuing a letter of offer to a new employee.
- Inform all prospective applicants for positions with EDGE that they will be required to provide a valid Working with Children Check Card before being offered permanent employment.
- Require short-listed applicants to provide documentary proof of identity, such as a passport or driver's licence, before issuing a letter of offer to a new employee.
- If the recommended applicant has resided in other countries within the past five years, require them to supply a federal police clearance. These costs will also be reimbursed if the recommended applicant is subsequently appointed.

- If the recommended applicant has any recorded criminal convictions, make a determination as to whether the specified conviction would be likely to place registrants at any risk or breach of EDGE's duty of care obligations based on:
 - the relevance of any conviction to the position sought.
 - the nature of the offence.
 - the recency of the offence.
 - the circumstances under which the offences were committed.
 - whether the offence is still a crime.
 - the age at which the offences were committed.
 - whether the person has a pattern of offending behaviour.
 - whether the person's circumstances have changed since the offending behaviour.
 - whether the position being sought would offer unsupervised opportunities for a similar offence to take place.
 - the degree of remorse, or otherwise, expressed by the applicant and their commitment to change.
- Require current field employees to provide an updated National Police Clearance and Working with Children Check every three years.

6. REVIEW OF THE POLICY

This policy will be reviewed on a two yearly basis. However, if at any time the legislative or funding policy environment is so altered that the content of the policy is no longer appropriate, the policy shall be amended accordingly.