

Position Description

Position Title	Employment Coach
Program	Workforce Australia Services (WFAS)
Reports to	Site Manager
Instrument / Award	<input checked="" type="checkbox"/> Enterprise Agreement (EA) <input type="checkbox"/> Social, Community, Home Care & Disability Services Award <input type="checkbox"/> Health Professionals and Support Services Award <input type="checkbox"/> Cleaning Services Award <input type="checkbox"/> Clerks Private Sector Award <input type="checkbox"/> Common Law / Non-Award <input type="checkbox"/> Other
Classification	Job Grade 3.2

ABOUT US

Since 1986, Opendoor has been creating opportunities for individuals when they need it most. As a national community services not for profit, we provide services and programs that span employment, training, disability, youth, allied health and social enterprise that assist individuals to gain confidence, skills, and independence.

Each year, we improve the lives of thousands of individuals across Australia, offering practical solutions that empower them to build better futures. With a strong presence in Victoria and Queensland and a committed team, we work alongside individuals to understand their challenges and goals and provide the right resources at the right time.

Our Vision: Improving lives through dignity and choice.

Our Mission: Empowering people to achieve a meaningful role in society.

VALUES

In carrying out our day-to-day work, Opendoor management and staff aspire to Opendoor's values:

- **Relationships** that embrace dignity, community and mutual respect.
- **Optimism** that is lived out in positive attitudes about people and expectations of success and growth.
- **Innovation** including creativity, responsiveness, risk taking and flexibility.
- **Diversity** that acknowledges differences and appreciates the diverse needs and skills of each person.
- **Advocacy** that makes us socially pro-active for the disadvantaged.
- **Staff** who are committed to the goals of the organisation and to their own development.



ROLE PURPOSE

This position is responsible for delivering tailored employment and education supports to job seekers who are long-term unemployed or at risk of becoming so in Melbourne, as per Enhanced Services guidelines in the Workforce Australia Services (WFAS) contract. The Employment Coach will provide intensive, pre-employment support to job seekers, including but not limited to skills development, addressing vocational and non-vocational barriers to engagement with education and employment, and connecting with local community organisations.

KEY RELATIONSHIPS

Internal

- **Site Manager (WFAS):** direct reporting line, performance management, escalation of issues.
- **WFAS team members (Employment Coaches, Relationship Managers, Work for the Dole staff):** collaboration to deliver cohesive services and meet team targets.
- **OPENDOOR staff across divisions (Employment, Youth, Training, Disability, Social Enterprise Group):** coordination to provide holistic support, referrals, and integrated services.
- **Corporate/administrative staff:** to ensure compliance, accurate records, reporting, and funding requirements are met.

External

- **Job seekers (program participants):** primary client group, providing tailored coaching, mentoring, and case management.
- **Employers and industry partners:** advocacy, reverse marketing, job matching, and negotiating wage subsidies.
- **Training and education providers:** collaboration to support participant skill development and course engagement.
- **Community organisations and support services:** referrals and partnerships to address non-vocational barriers (e.g., housing, health, counselling).
- **Government agencies and funding bodies (e.g., Department of Employment and Workplace Relations):** adherence to contract requirements, compliance, and performance reporting.

SCOPE

Direct Reports	Indirect Reports	Budgeted Financial Responsibility	Delegated Financial Authority
N/A	N/A	\$	\$



KEY RESPONSIBILITY AREAS

Service Delivery & Case Management

- Deliver tailored employment and education supports to long-term unemployed job seekers, consistent with WFAS contract guidelines.
- Conduct timely intake, assessment and development of personalised Job Plans.
- Provide coaching, mentoring, and barrier identification to improve job readiness.
- Facilitate individual and group activities to support skill development and vocational progression.

Employer & Community Engagement

- Build and maintain relationships with employers to identify job opportunities.
- Reverse market candidates and advocate for job seekers with local businesses.
- Negotiate and manage wage subsidies and placement supports.
- Establish and maintain links with community organisations and training providers to address participant needs.

Performance & Outcomes

- Achieve individual placement outcomes and team targets in line with funding requirements.
- Maintain accurate participant records, Job Plans and reporting data.
- Monitor post-placement support plans and sustain employment outcomes.
- Contribute to service planning, team meetings and review processes.

Compliance

- Monitors and ensures compliance with Opendoor's policy and processes and facilitates education and awareness where needed.
- Commit to providing professional and safe services to all clients, including children and young people.
- Commit to creating an environment to ensure all clients are safe and free from abuse, neglect, violence, and preventable injury.

Continuous Improvement

- Work to continually improve Opendoor systems and processes to maximise employee efficiency, effectiveness, and productivity to deliver quality outcomes for consumers and participants.
- Actively contribute to this process of continuous improvement by always seeking better ways to support and assist colleagues and Senior Leadership.

Work Health and Safety

At Opendoor, safety is essential to delivering high-quality, person-centred services. Every employee is responsible for promoting health, safety, and wellbeing of participants, colleagues, and visitors. All employees must:

- Take responsibility for their own safety and support the safety and dignity of others.
- Identify and report risks, hazards, and incidents properly.
- Comply with Opendoor OH&S [policy](#), [procedure](#) and safe work practices.

- Follow directions given by coordinators, site managers or any OH&S representatives.
- Contribute to a positive safety culture that supports safe, respectful, and high-quality service delivery.

SUCCESS MEASURES

The Employment Coach will know they are successful in their role when they:

- Meet and/or exceed caseload requirements by effectively managing active participants within contractual timeframes.
- Meet and/or exceed individual employment placement outcomes relevant to WFAS funding requirements.
- Contribute to and achieve team outcome targets, ensuring collective site performance is maintained.
- Maintain accurate, timely and confidential records of participants, employers, and service delivery activities in OPENDOOR systems.
- Provide effective post-placement support, resulting in sustained employment outcomes for job seekers.
- Build and maintain strong employer and community networks, leading to increased job opportunities for participants.
- Receive positive feedback from job seekers, employers and colleagues, reflecting high-quality service delivery.
- Actively contribute to continuous improvement initiatives, ensuring OPENDOOR remains responsive, innovative and compliant.

SKILLS, QUALIFICATIONS, EXPERIENCE

Essential

- Tertiary qualifications and/or equivalent experience in employment services, career development, case management, social work, community services or related field.
- Demonstrated experience working with job seekers with multiple barriers to employment.
- Strong knowledge of local labour market conditions and job search strategies.
- Proven ability to achieve and exceed employment outcomes and performance targets.
- High-level interpersonal, coaching and mentoring skills, with the ability to motivate and build participant confidence.
- Strong administrative and organisational skills, with demonstrated ability to maintain accurate and timely records.
- Proficiency in Microsoft Office Suite and ability to quickly learn and use new systems/databases.
- Demonstrated commitment to diversity, inclusion and culturally safe service delivery.

Desirable

- Knowledge of Workforce Australia Services (WFAS) contractual requirements and performance frameworks.
- Experience in reverse marketing and employer engagement strategies.
- Previous experience in group facilitation, training delivery or adult learning support.
- Understanding of government-funded employment programs, compliance, and reporting.
- Current Working with Children Check and/or willingness to obtain.
- Current driver's licence.



COMPETENCIES AND CAPABILITIES

Service Delivery & Client Focus	<ul style="list-style-type: none"> • Ability to provide person-centred, strengths-based support that empowers participants. • Capacity to tailor interventions to diverse needs, removing barriers and enhancing employability.
Relationship Management	<ul style="list-style-type: none"> • Builds and maintains positive, professional relationships with participants, employers, colleagues, and community partners. • Demonstrates cultural awareness and sensitivity when working with people from diverse backgrounds.
Communication & Influence	<ul style="list-style-type: none"> • Communicates clearly and persuasively in both written and verbal forms. • Coaches and motivates job seekers to set goals, build confidence and achieve outcomes.
Communication & Influence	<ul style="list-style-type: none"> • Takes ownership of caseload outcomes, meeting contractual targets and reporting requirements. • Demonstrates resilience and persistence in achieving sustainable employment outcomes for participants.
Communication & Influence	<ul style="list-style-type: none"> • Identifies opportunities to improve processes, participant outcomes, and service delivery quality. • Uses initiative and sound judgement to address issues and adapt to changing circumstances.

NATIONAL STANDARDS FOR DISABILITY SERVICES

Opendoor is an Australian Government funded disability service provider and is committed in everyday practice to meet the National Standards for Disability Services. These standards promote and drive a nationally consistent approach to improving the quality of services and focus on rights and outcomes for people with disability. The six (6) standards relate to rights; participation and inclusion; individual outcomes; feedback and complaints; service access; and service management.

Opendoor is also committed to following the Employment Services Code of Practice that set out the principles and standards for delivering employment services.

WE ARE A CHILD SAFE ORGANISATION

Opendoor is committed to creating and maintaining a child-safe organisation where children and young people are safe, feel safe, and their voices are heard. We have zero tolerance for child abuse and neglect and are dedicated to upholding the rights, wellbeing, and cultural safety of all children and young people involved in our programs.

At Opendoor, keeping children safe is a core part of who we are. All employees must act in accordance with our Child Safety Code of Conduct and Child Safe Standards Policy; model respectful behaviours; and actively contribute to a culture where children are valued and protected.



Employment with Opendoor is subject to satisfactory background checks, including a Working with Children Check, National Police Check, NDIS Worker Screening Check (where applicable), and thorough reference checks.

ACKNOWLEDGEMENT

This position description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of duties. As a growing organisation, you will be expected to perform other job-related tasks as requested by management and as necessitated by the development of this role and the organisation.

This position description is subject to review and may change in accordance with Opendoor's operational, service, consumer, and participant requirements.

