

Job Services Australia

Staff Induction Training Kit

Our unique "off the shelf" staff induction training kit has been designed for Employment Service Providers delivering Job Services Australia contracts. This kit provide the one-stop approach to running quality in-house induction training at a fraction of the cost of sending staff to training or developing your own materials.

Each kit contains:

- Fully Reproducible Participant Workbook (unlimited reprint rights)
- Comprehensive Trainer's Manual
- PowerPoint Presentation
- Worksheets/Activities
- Staff Competency Assessments
- Audio CD for Self-Paced Learning

ONLY
\$550
 inc GST

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Because of the multiple barriers faced by Stream 4 job seekers, the Employment Pathway (EPP) will not be possible at the initial assessment.

- time to build trust and rapport with the job seeker to include suitable non-vocational interventions
- to assess and identify appropriate interventions to address non-vocational barriers for inclusion into the EPP
- to assess the job seeker's readiness to participate in the EPP (where appropriate) identify relevant activities
- The EPP should be updated as required

STREAM 4 SERVICE FEES

Service fees are payable for Stream 4 service delivery for the first 6 weeks of service delivery. For Stream 4 job seekers, the service fee is:

1st 13 week period	\$587 (includes 6 weeks of service delivery)
2nd 13 week period	\$512
3rd 13 week period	\$409
4th 13 week period	\$411
5th 13 week period	\$402
6th 13 week period	\$415

NB (Remote service fee includes a 70% loading)

STREAM 4 AND THE EMPLOYMENT PATHWAY

When Stream 4 job seekers commence in the EPP, if assessed as requiring a further 6 months of service, an additional \$550 will be credited to a flexible pool of money and as such EPF funds are available to job seekers with both vocational and non-vocational barriers.

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IDENTIFYING A BARRIER IN A STREAM 4 JOB SEEKER

Identifying barriers as quickly as possible will contribute towards the job seeker's employment. Identifying barriers can be a difficult and time consuming task. A number of ways in which a barrier can be identified:

- Disclosure** – The job seeker discloses to you that a particular barrier will happen more readily when trust and rapport is built between you and the job seeker.
- Report** – You may identify a non-vocational barrier through reports from specialists such as counsellors and psychologists.
- Red Flags** – You may identify a non-vocational barrier through observation of the job seeker. It is important that you identify red flag indicators that a non-vocational barrier exists.

Barrier	Possible Indicators
Ex-offender	<ul style="list-style-type: none"> Poor resume Has a parole officer Employment Gaps Aggression "Street Smart" attitude Undertaking Community Work
Addiction (Drug and/or Alcohol)	<ul style="list-style-type: none"> Poor appearance Odour Poor work history Marks on the body In rehab Poor attendance Paranoia
Unstable Accommodation/Contact	<ul style="list-style-type: none"> No contact address Personal Hygiene Not attending appointments Carrying large bag Rental debts Living in a hostel
Physical Disability	<ul style="list-style-type: none"> Observation Results of capacity assessments Disclosure Doctor's certificate

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COMFORT LEVELS

Often when working with people with non-vocational barriers, we are required to confront some challenging and at times difficult behaviours/attitudes. Using the table below, indicate your 'comfort level' in working with the following behaviours:

Behaviour	↓ Comfortable	Uncomfortable ↓
Client cries when talking about traumatic event	_____	_____
Client attempts to constantly touch your arm during interviews	_____	_____
Client uses terminology such as "they make me do it"	_____	_____
Client shows little to no emotion (we or -ve)	_____	_____
Client attends interview with strong odour of alcohol	_____	_____
Client has 'panic attacks' when discussing employment	_____	_____
Client is of large build with multiple tattoos and has a history of rape and assault convictions	_____	_____
Client always refers to conspiracy theories when discussing past employers	_____	_____
Client attends appointments with bruises on arms and legs	_____	_____
Client attends interview with needle marks on arms	_____	_____
Client is constantly putting themselves down (self-deprecating)	_____	_____
Client becomes physically aggressive during interview	_____	_____

Job Services Australia - Level 2

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Staff Induction Training Kit

Module 1 - An Introduction to Employment Services

- The evolution of JSA
- The purpose of JSA
- The government's role in JSA
- The language of JSA (acronyms and abbreviations)
- How is performance judged in JSA

Module 2 - Work in Employment Services

- Job roles within JSA
- Key stakeholders (individuals, organisations and programs)
- What services are provided?
- Relationships between stakeholders and organisations
- Current and emerging issues in the industry
- Working with different equity groups/cohorts
- Duty of care and legislation
- Code of Practice and Service Guarantees

Module 3 - Delivering Job Services Australia

- The Stream Services model
- The Work Experience Phase
- Job seeker eligibility
- Stream 1 - 4
- Intensive Activities
- EPP's
- EPF
- Moving between streams
- Participation requirements

Module 4 - Understanding Labour Markets

- What is a labour market?
- Features of your labour market
- Labour market resources and information
- Trends in employment

Module 5 - Develop Case Management Skills

- The process of case management
- The roles of the case manager
- Managing conflict and building rapport
- Assessing, Planning, Monitoring, Documenting, Reporting and Referring

Module 6 - Effective Job Placement and Employer Brokerage

- Understanding Job Placement and Brokerage
- Post Placement Support
- Outcome types

Module 7 - Working with Job Seekers with Complex Needs

- Understanding job seekers with complex needs
- Different types of complex and non-vocational needs
- Comfort levels when working with job seekers with complex needs
- Identifying and addressing barriers to employment
- Referral options for job seekers with complex needs