

Learn more about APM Positions

DES Regional Coordinator

An APM DES Regional Coordinator is responsible for planning, coordinating, leading and coaching a team of consultants to ensure that a high level of DES service quality is maintained.

- ▶ Support, coach and provide feedback to Senior Employment Consultants/Team Leaders and Employment Consultants to achieve individual and team Key Performance Indicator (KPI) targets across region/multiple sites
- ▶ Ensure reports required by management are completed and submitted on time.
- ▶ Involvement and handling of staffing HR matters
- ▶ Identify opportunities for new business, develop and action strategy to pursue these and achieves new business.
- ▶ Ensure the physical resources required to support consulting operations are met
- ▶ Implements strategies to ensure budget and targets are met.
- ▶ Be proactive with new ideas of servicing methods and continuous improvement of the division
- ▶ Entails regular support and contact from next line Manager (DES State Manager) and State management team
- ▶ Lead, motivate and manage a team of Employment Consultants (Team Leader has SEC reporting to them also) to deliver a quality service to jobseekers, achieve a high standard of performance and a happy work environment for staff
- ▶ Assist with hiring and retaining quality staff
- ▶ Ensure induction program has been completed
- ▶ Ensure operational staffs ongoing training needs are identified and completed and a PDP implemented
- ▶ Involvement in the completion of training including induction
- ▶ Ensure all training records are recorded accurately
- ▶ Assist in developing new leaders of the business
- ▶ Undertake monthly, 3 & 6 month milestone and annual reviews with staff
- ▶ Rewarding and recognising our high performers
- ▶ Conduct quality case reviews to assist staff with effectively managing their caseload
- ▶ Reward and recognise our high performers
- ▶ Coordinate individual and team meetings and ensure these are undertaken regularly
- ▶ Ability to lead by example
- ▶ Ensure staff are adhering to APM policies, procedures and statutory requirements
- ▶ Ability to think strategically and innovatively to ensure continued performance
- ▶ DES contractual knowledge and experience in delivering service including use of and good working knowledge of database systems
- ▶ Ability to interpret statistical data relevant to the site(s) and use it to drive performance within the team
- ▶ Report on analysis of data on regular basis
- ▶ Ensure privacy and confidentiality is maintained at the site(s) on a daily basis
- ▶ Complaints handling and recording of this accurately and ensure records are maintained for the site(s)
- ▶ Entails regular support and contact with next line Manager (either TL or RC) and State management team
- ▶ Participate in state management meetings and DES management meetings

