

A day in the life of a Employer Engagement Consultant

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How long have you been with atWork Australia and how long have you been in your current role?

In June, I have been working for atWork Australia for three years. I have been an Employer Engagement Consultant for two years.

What does a normal day look like for you?

Busy. I market for, on average, 20 job-ready clients a month but that's not including other clients I work with when existing employers send me vacancies. I pre-screen the clients and get to know them better to see what kind of employment they would like to do. Then I will carve employment for them by reaching out to businesses and employers. In addition to that, I have to put in ongoing placements, follow up clients I have referred to employers, follow up interviews and work trials. Employer Engagement Consultants enter in file notes to JobReady Live, update the team spreadsheet, update the caseload spreadsheet daily and any file notes for interviews, trials, or any assistance the Job Coach needs.

How many clients do you service?

Employer Engagement Consultants generally have a caseload of 12-20 clients at any one time. These are green clients passed to the Engagement Consultant by the Job Coaches in their region. Adding all the vacancies I get from ongoing employers, it would be 40 or more clients per month.

On average, how many clients do you service in a day?

Every day is different but at least 10 or more clients depending on the day.

What is the most rewarding part of your job?

My job is very rewarding. I see my clients go from not having any confidence, low self-esteem, no money, feeling lost and helpless, to being happy, confident and feeling worthy when I get them a job. When I meet them, I ensure them that there is a job out there for everyone; it's just timing when the right job comes up for them. I build my clients up, make them feel heard and special and let them know there is more out there to life. I love the team I work with, the environment and the motivation we get from managers to keep striving to be better.

What is the most challenging part of your job?

When you work so hard to get your job-ready clients a job and then they don't show up or they go for a week and don't return. It's not a good look for me to my employers but it's all part of the job. Admin can make it challenging too when you are constantly on the phone and working with so many different employers and clients. Sometimes, it's hard to keep on top of spreadsheets and JobReady Live file notes along with other priorities.

What was the first six months like for you in your current role?

It was great. I started around June 2018 when the new contract started. I have received a lot of training and was constantly learning new things. It was definitely overwhelming but I was eager to learn the role of a Job Coach.

If you could give a new team member any advice, what would it be?

Take it all in and learn what you can by completing the modules and observe the people you work with, especially if you want to grow within the business. You must be patient, passionate and love to help people. To be successful at atWork Australia, you must have a heart and know that not everyone has had the same upbringing as you, so you must tread lightly around some clients. Be firm but fair with all clients and make them feel heard. Build a relationship with the client and make sure they know you are in their corner. Work with clients and not against them – if it wasn't for our clients, we wouldn't have a job, so remember that. It's our job to help them find employment and we work for the client. If you are unsure of anything or struggling in your role, ask or speak up, so your manager can guide you.

