

# A day in the life of a Post Placement Support Consultant

Tayla Whelan



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

I have been working for atWork Australia and as a Post Placement Support Consultant for one year and two months.

## What does a normal day look like for you?

I am conducting phone calls with our clients to support them with their education or employment. I am also attending morning meetings with my team and manager.

In addition to that I gather evidence to support claims documentary guidelines and liaise with local sites and Job Coaches.

## How many clients do you service?

The Post Placement Support team supports over 500 participants.

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

As a Post Placement Support Consultant, I would contact on average 15 clients per day.

## What is the most rewarding part of your job?

Supporting our clients within Post Placement Support to succeed within their role and employment.

## What is the most challenging part of your job?

Working with, motivating and coaching different personalities and cultures within the team. Even though this is a challenge, it is also a big opportunity for growth.

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

The first six months were great. I learnt how to approach and address clients accurately and achieve the targets. This prepared me to move up to a Post Placement Support Manager.

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

It would be to engage with your direct manager, embrace the change and flow as every day is different and to continue to support our clients within their employment and education journeys within our fantastic company.

## Can you give us an example of a good news story you have had with a client of yours?

I assisted my client Leanne with her education course with Alfie. I provided telephone support when she was unable to comprehend some of her units. Leanne was very happy with this and the motivation I provided helped her complete the course.

Leanne is saying about Tayla's assistance: "Tayla was understanding of my issues and without pushing me too hard pushed me enough to be able to complete it and pass. Her help was invaluable to me and I can't thank her enough. It was so rewarding and has made me want to keep going with study and has given me a sense of pride I haven't felt in a long time. Tayla is an asset to your company."