

# Position Description

<b>Title</b>	Employment Mentor (Ovens Murray)
<b>Business Unit</b>	Employment Services
<b>Location</b>	177 Beechworth Road, Wodonga
<b>Employment type</b>	Full Time, Maximum Term
<b>Reports to</b>	Team Leader, Humanitarian Settlement Program (HSP) & Status Resolution Support Services (SRSS)

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 1. Position purpose

The Employment Mentor will work to:

- Increase employment and economic inclusion of Victorians who are long-term unemployed or at risk of long-term unemployment
- Build the work-readiness and resilience of jobseekers to gain and sustain work that meets their needs and aspirations
- Support Victorian employers to meet their skills and labour needs by connecting them to suitable jobseekers
- Deliver broad benefits to jobseekers, their families and communities through their increased social and economic engagement
- Complement and address gaps in existing services, including Commonwealth employment services.

## 2. Relationships

### Internal

- Senior Manager, Team Leader, Employment Services staff including Business Development Workers and Jobs Advocates and all other Uniting support and foundation staff

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### External

- Jobseekers, employers, visitors, other community services agencies and government funding bodies

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### 3. Key responsibility areas

#### Service delivery

- Engage with jobseekers to understand their circumstances and assess their work readiness and support needs
- Provide pre-employment support tailored to the needs and aspirations of the jobseeker, including broad 'employability' skills as well as job-specific
- skills training
- Provide personal support to address non-vocational barriers (e.g. health, housing, drug and alcohol dependence, childcare, transport) in collaboration with community support services
- Connect jobseekers to vocational skills training and English language, literacy and numeracy support
- Provide active job search support and job search mentoring
- Support jobseekers with preparation for interviews including assistance with appropriate clothing/grooming and travel to interviews
- work collaboratively with other employment-related services in order to maximise positive outcomes for jobseekers and avoid duplication of services
- Act on opportunities and leads identified by the Business Development Worker and / or actively engage with employers to identify suitable employment opportunities and job-match and place jobseekers into employment
- Monitor workplace participation for all participants placed into employment by: ensuring hours are maintained, specific work tasks are being satisfactorily performed and liaising with the employer to assess overall job requirements are being met
- provide post-employment support to employees (jobseekers) and employers.
- Keep administration requirements and related information up to date and comply with funding body standards
- Ensure the allocation of financial supports such as reimbursements, expenses, and other ad hoc financial processing is adhered to
- Perform other duties as required by management that are reasonably incidental to the performance of this role

#### Teamwork and Communication

- Foster collaboration and team work within and across programs and services
- Work collaboratively with the Business Developers
- Promote and maintain a positive environment
- Escalate and report customer problems to the Team Leader where necessary
- Work collaboratively and positively with team members to consider and resolve complex customer problems

#### Continuous Improvement

- Identify opportunities for improvement to services, provide and recommend changes to procedures and standards that impact beyond own team
- Take action to promote or implement new ideas and encourages others to do so

#### Building Relationships

- Understand relevant stakeholder relationships and the importance of these to the organisation
- Develop and maintain effective relationships with key stakeholders including clients, employers, families, peak bodies, community service organisations, relevant professionals and government officials

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### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

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### 4. Performance indicators

- Effective engagement and monitoring of key performance indicators and actively supporting participants to achieve sustainable employment outcomes
- Monthly employment targets are met

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### 5. Person specification

#### Qualifications

- Relevant tertiary qualification would be ideal however not necessary

#### Experience

- Experience working in a target driven environment
- Experience working with multicultural and newly arrived communities
- Bilingual (e.g. Arabic, Swahilli, Kikonga etc) would be an advantage
- Experience with dealing with complex individuals and situations
- Experience in cold calling/marketing

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Achieves results:** Focused on optimal outcomes for participants
- **Professionalism:** Executes day-to-day activities in a positive, friendly and enthusiastic manner.
- **Culturally Aware:** Values diversity as a strength and positively utilises diversity
- **Participant Focused:** Considerable knowledge of principles and processes for providing a participant-centred, strength-based service. This includes setting and meeting quality standards for services, and evaluation of user satisfaction
- **Communication:** Excellent ability to communicate verbally and in writing effectively
- Current and valid Driver's License

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### 6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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

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### 7. Acknowledgement

**I have read, understood, and accepted the above Position Description**

#### Employee

Name:

Signature:

Date: