Jobs Victoria Mentor, Whitelion in partnership with Jobs Victoria.

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| **REPORTING RELATIONSHIPS** | |
| Reports to | Employment Team Leader |
| Direct reports | N/A |
| Indirect reports | Employment Team |
| Internal stakeholders | Whitelion staff, volunteers and students |
| External stakeholders | Young people, Community services, Local, State and/or Federal Government departments, employment service providers, |
| **FUNDAMENTALS** | |
| Work Environment  Whitelion Head Office is at 155 Roden Street West Melbourne.  There are currently 2 ‘Jobs Victoria Mentor’ positions available, one based at Head Office and the other position is based in Geelong.  There is an outreach component within these roles. | |
| Working Conditions   * Full time position 38 hours, 9am-5pm. Some evening and weekend work may be required. * Position is subject to ongoing funding. * A probationary period of 6 months will apply. * Salary range: $59,517.12 - $64,042.16 plus 9.5% superannuation and generous salary packaging. * Whitelion provides three additional gifted annual leave days during the Christmas period. | |
| **PURPOSE** | |
| **Vision**  We stand for: **The Courage to Choose a Better Future** | |
| **Strategy and Purpose**  The Employment Placement Facilitator’s purpose is to support the organisation’s vision by engaging with disadvantaged young people, assessing their needs and assisting to gain sustainable employment. This will require the preparation and implementation of individualised case plans, provide employment skills training, employment placement and post placement support as per the Victorian State Government funded JVEN contractual agreement.  The Employment Placement Facilitator will have an active role in identifying and building sustainable relationships with relevant stakeholders, delivering results and sustainable growth. | |
| **VALUES** | |
| The Employment Placement Facilitator’s role has a major influence on the development of the organisation culture that is based on being:  **Real, Committed, Innovative, Passionate, Courageous, Professional & Collaborative** | |

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| **CAPABILITY FRAMEWORK** | |
| **Personal Effectiveness** | |
| Insight and growth | * Possesses a strong desire to learn about and experience new things * Seeks feedback and responds appropriately * Understands the impact of own emotions and behaviours * Continually looking to develop own expertise |
| Resilience | * Is optimistic and positive * Bounces back from difficult situations |
| Energy and drive | * Takes personal accountability for actions * Works to the best of ability to exceed expectations * Stays true to our values * Keeps trying no matter what * Never gives up on our young people |
| **Works with Others** | |
| Collaborates | * Seeks the contribution of others * Shares information * Tries to understand perspectives, needs, feelings & values of others * Communicates openly, honestly and with positive intent * Makes others feel valued when they express a different view * Remains open to a range of options and ideas * Works with others to reach consensus * Supports team decisions |
| Manages conflict | * Brings conflict into the open and deals with it appropriately |
| Develops others | * Views mistakes as opportunities to learn * Provides constructive feedback * Uses strength based coaching for development * Empowers others to take risks & try new things |
| Inspires others | * Admits mistakes and takes responsibility for their outcome * Advocates for young people * Sets realistic goals and standards * Promotes our purpose, values and strategy * Builds trust through reliability and consistency * Is unconditional in support of others * Acknowledges positive performance of others * Inspires others to be the best they can be * Represents the organisation appropriately * Stands up for what the organisation believes |
| Plans and organises resources | * Makes the hard decisions * Breaks down barriers for others to be successful |
| Drives performance | * Role models positive behaviours * Drives performance to achieve objectives & behaviours * Celebrates effort & achievement * Is brave enough to have the tough conversations |
| **Creates Organisational Impact** | |
| Grows the organisation | * Thinks outside the square to continuously improve the organisation * Calls on best practice research to inform actions |
| Leads others through change | * Embraces change * Supports others through the impact of change |

| **KEY RESULT AREAS (KRAs)** | **Key Tasks** |
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| Program Goals | * Use creative strategies to recruit new employment participants * Coordinate pre-employment training, skills development and cultural awareness training programs when required * Find suitable ongoing employment opportunities for participants * Establish and maintain strong partnerships with key stakeholders, Employers, RTOs and other service providers * Maintain good working relationship with Funding Body |
| Case management of employment participants | * Ensure all participants have a Vocational Pathways Plan that clearly identifies goals, objectives and actions which can be worked on with the young people. * Undertake monthly case management reviews of all employment participants to monitor progress against their plan. * Complete quarterly health and wellbeing indicator surveys with all participants and one case study. * Assist participants to address areas impacting on their life by referring to appropriate services. * Follow schedule of contact once participant is in employment, including the employer according to their needs |
| Community Engagement | * Attend community events and activities to identify and develop positive relationships within the broader community. * Identify opportunities to promote the JVEN program. * Liaise closely with other service providers in order to maintain knowledge of and influence activities available to participants. * Display professionalism in all internal and external communications and transactions |
| Records Management | * Ensure all records and case notes are accurate and up to date according to Whitelion’s record management policy. * Ensure all case notes, employer contacts and program activities are accurately recorded on SYARD * Monitor and review service delivery to ensure all participant service requirements are being appropriately met * Complete required record collection to support claims * Ensure JVEN reports are completed accurately and all contractual documentation is submitted on time. * Sound computer and data base entry skills * Perform relevant administrative tasks as required |
| Staff Engagement | * Actively participate in team and organisation activities. * Proactively identify and participate in learning and development opportunities. * Work well in a team environment |

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| **KEY PERFORMANCE INDICATORS (KPIs)** |
| * All funding contracts, programs, supports and young person’s data is recorded and up to date at all times, tracked on SYARD and feeding into the evaluation system. * Evaluation Report shows young people in the Employment Program have improved (in aggregate) against wellbeing measures. * Whitelion maintains its status as a preferred provider of Employment Programs under the JVEN contract. * All (100%) of outcomes in the Employment Program contract are achieved. * Maximise pre-employment, job readiness, skills training and mentoring funding allocations and places as per JVEN contract. * 100% of contracts and partners relating to the Employment Program have continued for their agreed duration. * Annually 75% of Employment Program employers report having had a positive experience with the program. * All activities and communications are consistent with Whitelion’s values and lead by example. * In conjunction with line manager participate in an annual performance management discussion, monthly progress meetings and maintain a current performance management plan. * Contribute to the broader organisational goals (i.e. contribute to the success of other team’s outcomes). |

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| **KEY SELECTION CRITERIA** |
| * Experience in the provision of case management and employment services to disadvantaged young people. * Demonstrated ability to meet KPI requirements as per contractual agreements. * Demonstrated experience in the supporting of training and development of young people to enable them to work towards their goals of, vocational training or employment. * Experience in working with people of diverse cultures, especially with people from Aboriginal and Torres Strait Islander backgrounds. * Knowledge of Youth Justice, Child Protection and Employment services * Demonstrate strong written and verbal communication skills including, interviewing, assessment and planning skills * Well established networks within the youth sector. * Well established employer networks. * Well established network of training organisations and other community service providers. * Hold a current drivers licence and be prepared to drive * Hold a current and valid Working with Children’s check (WwCc) * Willing to undertake a police check |

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| **EDUCATION AND QUALIFICATIONS** |
| * Relevant qualification in Youth Work, social work, psychology, social science or related area would be highly regarded. * Qualification in Employment Services, Training & Assessment, Health or Social Services is an advantage |