

# yourtown Position Description

yourtown – Human Resources – All Sites



Job Title:	Indigenous Employment Coach
Position ID:	New
Location:	Kingston
Division/Programme:	Client Services
Immediate Manager:	Team Leader
Direct Reports:	Nil
Bipers Class, Grade:	Class 50 Grade 6
Motor Vehicle Provided:	N/A, pool vehicle available for work purposes if required
Limit of Authority	Nil
Uniform:	Required
Practice Supervision:	Monthly
Compliance Requirements:	Working with Children Clearance – Blue Card, QLD Satisfactory National Criminal History Check

## Background

**yourtown** is a charity with services young people can access to find jobs, learn skills, become great parents and live safer, happier lives.

Our mission is to enable young people, especially those who are marginalised and without voice, to improve their quality of life.

**yourtown** is committed to providing services that protect and keep children, young people and adults at risk free from harm. All **yourtown** personnel have a shared responsibility to bring to life, through our actions and behaviours, our Values and our commitment to practices which ensure the safety and well-being of others, especially children, young people and adults at risk.

## Purpose of the Position:

The Indigenous Employment Coach will provide individually tailored employment related services to Aboriginal and Torre Strait Islander young people to increase their work readiness, engagement and remain in sustainable employment.

This position will engage with services in the community to promote **yourtown** programs and increase awareness and commencement of Aboriginal and Torres Strait Islander young people into the service.

## Responsibilities/Duties:

May include, but are not limited to:

- Work collaboratively with the team to deliver quality services that enhance the lives of young people by focusing on their strengths and inherent abilities:
  - Deliver services which are individually focused in recognition that every young person is unique

- Deliver services that are outcome focused, professional and aligned with child guarding requirements
- Create opportunities for changes in lives of young people through enhanced employment and education outcomes
- Alongside and informing the Job Placement Coach:
  - Undertake crisis intervention strategies and individual support with young people in the context of youth work
  - Refer young people to appropriate services and assist with access to health services, accommodation providers, legal services and other relevant services to meet the needs of the young person
  - Provide advocacy for young people within the community, with Employers and other services / stakeholders as needed
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  - Provide ongoing feedback to the Job Placement Coach on progress and outcomes
  - Provide culturally appropriate engagement activities to support continued engagement of young people in service
  - Provide Job Placement Coaches with linkages and information regarding cultural services within the community to support progress and outcomes for young people
  - Undertake case conferencing with the relevant parties as required
- Undertake all tasks that support young people in education/work are well supported to enable them to maintain ongoing sustainable education/ employment outcomes through:
  - Pro-active and "interested" regular contact with the young person and their employer
  - Providing support and advice to assist in education and employment continuance
  - Maintain records and ensure compliance to systems and program guidelines
  - Work collaboratively with internal teams to leverage existing stakeholder relationships and contacts
  - Provide the employer with support and mediation assistance in resolving employee problems as required
  - Provide the participant with mentoring and support to help them improve their workplace skills, practical issues (such as organising transport), or resolving workplace problems as required
- Actively engage in the Community and gain support for referrals of young people to **yourtown**:
  - Attendance at local Community events and meetings
  - Local community events and activities are shared with young people and other staff
  - Local Community Directory information is noted in relevant systems
  - Build and maintain a network of Community contacts (and services) ensuring a professional and effective working relationship
  - Promote and / or manage **yourtown** Community events
- Work within organisational frameworks:
  - Understand a diverse range of challenges affecting disadvantaged young people in securing sustainable employment

- Understand and meet quality and complaint requirements as per contractual obligations
- Understand and adhere to Federal and State legislative requirements
- Establish and maintain professional and productive relationships with internal and external stakeholders
- Achieve individual KPI's and team goals to meet outcome targets set for the workplace and delivery contract/ program requirements
- Establish and maintain professional and productive relationships with internal and external stakeholders
- Participate in and meet the expectations of regular immersion visits to employers
  - Build and maintain local labour market knowledge, and an understanding of employer needs and perspectives through regular immersion visits
  - Identify Employers of interest, and approach and develop a professional relationship to schedule a suitable date and time to conduct an immersion activity
  - Maintain system database as determined by the organisation on your experience and new information gathered from the immersion activity, and share as required
- Participate in and meet the requirements for Practice Supervision and Client Skills Training
- Participate in other duties as may be required in order to achieve efficient and effective **yourtown** services
- Participate in and meet the expectations as agreed pursuant to the Organisational Performance System processes
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations
- Committed to personal growth and learning through self-assessment and accessing available resources externally and internally
- Promote and effectively use a range of social media and website opportunities to promote and engage with young people, employers and community including providing images of, and information about, you
- Be adaptable with working hours to accommodate service needs; assist with events, including breakfasts, after hours and site activities on Thursday night and Saturday on a roster if required
- From time to time you will be required to assist in other locations within your cluster at the direction of your manager. You may also be required to travel intrastate or interstate as required.

#### **Selection Criteria:**

1. Certificate IV level qualification in Youth Work or a relevant discipline and minimum two (2) years' experience in a similar role; or a minimum of four (4) years of experience in Youth Work (or similar role) in the context of a formal case management framework for Aboriginal and Torres Strait Islander young people.
2. Demonstrated skills in the effective delivery of workshops and facilitation processes with groups of young people (Aboriginal and Torres Strait Islander specifically), as well as a proven ability to build rapport, engage with and motivate young people



3. Demonstrated understanding of and commitment to the opportunities for change in the lives young people available through enhanced employment, education and training outcomes
4. Demonstrated ability to develop rapport and communicate effectively and professionally with young people and employers
5. Demonstrated knowledge around data collection and reporting requirements of funded programs
6. Computer literate, sound administrative skills, and demonstrated attention to detail with a commitment to accuracy and quality
7. Ability to develop local community networks, and knowledge of the range of government and community organisations and networks that are involved in providing services to young people

#### Requirements:

The successful applicant must at all times:

- Comply with the relevant state or territory requirements for working with children
- Possess an unrestricted current Driver's License
- Demonstrate professional conduct, behaviour and communication that is in line with **yourtown's** Values and Behaviours
- Maintain a satisfactory National Criminal History Check

Brendan Bourke



14/3/2022

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Head of Client Services Name

\_\_\_\_\_  
Head of Client Services Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee's Name

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

*(In signing and reading this position description, I understand and acknowledge its contents)*

Date Position Description last reviewed: **February 2022**