

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.</p> <p>We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more.</p> <p>Given the right support, we believe everyone can reach their full potential. That's why we stand together with Australians in need, for as long as they need us.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	End homelessness and ensure people and communities in need can thrive.

Position details:

Position Title:	Youth Employment Specialist
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Employment Service Delivery Employee
Level:	Level 2
Business Unit/Program:	Employment Services, Transition to Work (TTW)
Reports to:	NT – Area Manager QLD – Team Leader NSW Coffs Harbour – Program Manager NSW Mid North Coast – Team Leader
Position purpose:	To assist young people gain sustainable employment and/or education through helping them overcome their vocational and non-vocational barriers to employment. Additionally, the role provides relief support to other Mission Australia (MA) sites across the region as required.

Position requirements (What are the key activities for the role?)

Key Result Area 1	Child and Youth Safe Practice
Key tasks	Position holder is successful when

<ul style="list-style-type: none"> • Demonstrate knowledge of the <i>National Principles for Child Safe Organisations</i>. • Comply with core responsibilities set out in the MA Child & Youth Safe policies, procedures and supporting documents to practice as required by the role. • Proactively raise concerns about any issues that affect the safety and wellbeing of children and young people engaging with MA services. 	<ul style="list-style-type: none"> • A child and youth safe service environment is supported in accordance with the <i>National Principles for Child Safe Organisation</i>. • Sound application of policy to child and youth safe practice is demonstrated. • Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.
<p>Key Result Area 2</p>	<p>Assessment</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Conduct assessments to determine participants existing vocational and non-vocational barriers to employment. • Develop and record individualised Job Plans for every eligible participant. Review Job Plan on a regular basis in order to determine the effectiveness of interventions and identify further areas for intervention or assistance if required. • Monitor the flow of participants into the service and work with Centrelink, Jobactive providers and relevant youth agencies. • Maintain up to date knowledge of contracts, policies and procedures that impact the operating environment. • Develop relationships with participants to allow suitable initiatives to be undertaken and ongoing support to be maintained. • Undertake a range of participant marketing and promotion activities to introduce them to employers including cold calling, direct marketing activities introduction and interview support. • Establish a strong knowledge of the local employment market and identify suitable clients to meet local business needs. • Develop relationships with training and specialist service providers, both internal and external, to assist in the referral of participants and to effectively coordinate and deliver positive outcomes for participants. • Develop and implement individual and group training workshops including: literacy, numeracy, oral communication, 	<ul style="list-style-type: none"> • Effective assessments completed in accordance with contractual requirements. • Accuracy and quality of assessments result in achievement of placement and outcome Key Performance Indicators (KPI's). • Thorough and effective Job Plans are created for all participants and lodged within set service timeframes. • Reviews are undertaken within timeframes and plans are amended or changed to respond to changing requirements. • Positive relationships are developed with participants which result in KPIs being met. • A collaborative approach to job placement is taken resulting in positive outcomes for employers and participants. • Strong relationships are developed with providers to ensure positive and effective outcomes for participants. • Participates in networking opportunities. • Referral pathways are established.

<p>computer literacy and other employability skills.</p> <ul style="list-style-type: none"> • Facilitate and deliver site Job Clubs. • Contribute to the effective development of the program through involvement in interagency meetings and forums. • Participate in case conferencing activities with the Program Manager, Group Coordinator and Employer Advocate. 	
<p>Key Result Area 3</p>	<p>Participant Support and Engagement</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Undertake job matching activities on to facilitate job placements. • Undertake meetings with participants to determine and agree an appropriate action plan in line with the Job Plan. • Refer participants to suitable vocational and non-vocational programs and other tailored intervention strategies including training, counselling, government agencies and providers, work experience to address their barriers to employment. • Hold regular review meetings with participants to track their progress to their Job Plans and where necessary identify additional actions required. • Provide advice to participants on all elements of the job search process, including resume and interview preparation and applications, and Centrelink compliance requirements. • Provide encouragement, advice and motivation to help participants maintain employment and help overcome initial issues or concerns. 	<ul style="list-style-type: none"> • Placement targets are achieved. • Development and ongoing review of the Job Plan results in job seekers gaining employment. • Participant referrals to programs deliver outcomes. • Reviews are undertaken at allocated intervals and report on the progress to plan as well as any additional actions where needed. • Advice to participants is accurate and supports outcomes. • Participants are supported in jobs once placed resulting in ongoing employment.
<p>Key Result Area 4</p>	<p>Outcome Support</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Lodge vacancies in IT systems. • Undertake job matching activities to create a referral shortlist for vacancies, schedule interviews and conduct reference checking. • Confirm and claim job and education placements. • Assist participants in the transition to work and education by maintaining contact with them and their employer for their first 13 weeks of employment or education. 	<ul style="list-style-type: none"> • Vacancy activity is monitored and logged in systems as per policies and procedures. • Placement and outcome targets are achieved. • All eligible claims are processed within guidelines. • Job Seekers, employers and education providers are supported during placement and the PPS period to ensure sustainable employment and education opportunities occur.

<ul style="list-style-type: none"> • Implement strategies to support participants and employers to increase employment hours where Job Rate Reduction Result (JRRR) or Hours requirements are not being met. • Schedule vocational training to meet employer demand. • Develop and implement tailored post placement support (PPS) strategies to both client and employer to ensure sustained employment and education outcomes. • Develop and maintain networks with the view to form long-term business partnerships/relationships with relevant stakeholders. 	<ul style="list-style-type: none"> • Strategies lead to an increase in bonus outcomes and claims. • Training scheduled as per employer requests. • Participant, employer and education provider relationships are maintained to ensure participants stay employed and repeat business is secured from employers. • Relationships are developed with a range of external stakeholders to improve opportunities for the service and secure additional vacancies for participants.
<p>Key Result Area 5</p>	<p>Administration and Compliance</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Record all required information in IT systems in a timely and accurate manner. • Record contact with participants in an accurate and up to date fashion in participant files, electronic and paper files, and keep these private and secure. • Complete a range of required administration tasks including reports and audit activities. • Monitor the activity of participants to ensure they meet their obligations. • Complete transactions for placement of job seekers, JRRRs, Claims and Special claims. • Complete Customer Relationship Management (CRM) files with accurate and up to date information and keep them in a secure manner. • Ensure relevant Mission Australia claim verification forms and statements are used in the lodgement of placement, outcome and bonus claims. • Complete requests expenditure within organisational guidelines. • Comply with all internal and external policies and procedures including contractual obligations, OHS, Privacy, EEO and Disability Service Standards. • Maintain a thorough understanding of the contract and guidelines through regular use 	<ul style="list-style-type: none"> • All required information is recorded in IT systems in a timely and accurate manner as required. • All participant files are accurate, up-to-date and stored in accordance with Mission Australia policy and procedures. • All administration tasks are completed accurately and on time. • Participant activity is monitored and logged in systems as per policies and procedures. • All required Employment Services System (ESS) transactions are completed and accurate, and up to date with a minimum of 90% audit compliance and maximum claims. • Mission Australia claim verification forms are completed when lodging the claims. • All participant expenses are appropriately administered and recorded. • Mission Australia policies and procedures are adhered to. • Compliance with funding body and regulatory guidelines. • Contract or guideline changes are implemented immediately.

of internal and external bulletins and updates.	
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Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.

Work Health and Safety

Everyone is responsible for safety and must:

- Maintain a safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

Purpose and values

- Actively support Mission Australia's [purpose and values](#)
- Positively and constructively represent our organisation to external contacts at all opportunities
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times
- Operate in line with Mission Australia policies and practices (e.g. Financial, HR, etc.)
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#)
- Actively support Mission Australia's [Reconciliation Action Plan](#).

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Experience in Youth Services, Jobactive Services or case management is desirable.
- Tertiary qualifications in youth, employment services, career counselling, health, community services or related field is advantageous.
- Experience in working with vulnerable people/ and or young people.
- A proven track record in achieving KPIs.
- Experience in administration.
- Computer literate and proficient in Microsoft Office packages and other operating systems.
- Flexibility to travel across a region as required.
- A current Driver's Licence.

Northern Territory based roles - Minimum 12 months experience and knowledge of Aboriginal cultural systems and protocols.

Competencies

- Personal effectiveness
- Team building
- Relationship management
- Client focus
- Organisational awareness
- Results orientation
- Program delivery
- Strategic capability
- Values alignment

Additional requirement of the position

It is a requirement of the position that the position holder have a myGovID account (set up at a minimum of standard strength) and use this account via the myGovID app to facilitate login to online systems for work purposes.

Key challenges of the role

- The ability to implement solutions that address individual barriers, both vocational and non-vocational, ensuring that they will ultimately lead the young person into employment. In addition the ability to manage a case load of participants in line with internal and external policies and procedures.

Compliance checks required

Working with Children Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Driver's Licence	<input checked="" type="checkbox"/>
Reasonable evidence of full vaccination against COVID-19	<input checked="" type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>

Approval Lily Jin, National Manager Performance and Compliance 23 March 2022

Manager name

Approval date