



## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Employment Mentor
<b>DIVISION</b>	Community Programs
<b>DEPARTMENT</b>	Work, Economic Security and Social Inclusion (WESSI)
<b>REPORTS TO</b>	Team Leader

### ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence is for an Australia free of poverty.

Established during the Great Depression by Anglican activist Father Gerard Tucker, the contemporary Brotherhood of St Laurence pursues systemic change for a fairer and more compassionate Australia where all people have a sense of belonging.

Our organisation employs over 1,400 staff and is supported by 1,200 volunteers. We partner with governments, business and other community organisations to address poverty in communities across the nation. Our staff are committed to providing our clients with a quality experience that is Safe, Effective, Connected and Personal, these are our Quality Goals of service

Our work in the community is varied: ranging from early learning, employment preparation, social enterprises, aged care, programs for families, older people, refugees and asylum seekers as well as digital literacy programs. We research the causes and effects of poverty and advocate national, state and local policy solutions for people experiencing disadvantage.

We have also established initiatives to tackle the challenge of climate change and environmental sustainability present for disadvantaged people.

The Brotherhood's Strategic Plan for 2019-2023 outlines five strategic outcomes:

These are:

- Economic security for all
- Wellbeing, social inclusion, empowerment and dignity for all
- Inclusive services and communities
- A trusted voice nationally on poverty and disadvantage
- An inclusive, effective, efficient and agile organisation

### DEPARTMENT PURPOSE

The Work, Economic Security and Social Inclusion (WESSI) department of the Brotherhood of St Laurence seeks to assist people to live and work independently through access to effective, high quality employment, training and support programs. The department also advocates for appropriate and innovative community responses to employment and related issues through a range of programs and services.

Funded by Victorian Government, Jobs Victoria Employment Services (JVES) provides personalised employment support to long-term unemployed jobseekers and jobseekers at risk of being long-term unemployed. BSL JVES teams seek 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 Jobs Victoria 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.

## **POSITION PURPOSE**

The Employment Mentor works with eligible long-term jobseekers, including asylum seekers, refugees and migrants to support them into sustainable employment through pre- and post-placement support.

## **KEY RESPONSIBILITIES**

- Maintain and support a caseload of active jobseekers as required by the program's KPIs and contribute to successful candidate employment outcomes through a strong focus on achieving employment placement and retention targets.
- Mentor jobseeker candidates to assess their suitability for the Jobs Victoria program. This includes monitoring candidate's work rights through relevant Government agencies, conducting candidate intake including assessing skills, capabilities and support requirements; co-creating a goal plan with each candidate; and pre-employment coaching and support to enhance job readiness and employability skills.
- Provide active job search support and job search mentoring and preparation for interviews
- As part of jobseeker's work-readiness assessment, determine the needs of the jobseeker and connect them with a relevant services or support such as professional clothes support, obtaining drivers' licence, Working with Children Checks, police checks, PPE etc.
- Engage with the JVES Employer Engagement team to assist them in sourcing jobs and make them accessible to candidates.
- Work closely with the Employer Engagement team to recruit and select candidates that meet employer's requirements. This includes shortlisting applicants, conducting screening processes such as police checks and medical checks as requested, and onboarding.
- On advice of the Employer Engagement team, develop and manage relationships with employers to market and match diverse skill levels amongst a range of disadvantaged jobseekers and for future partnerships and potential projects.
- Liaise regularly and professionally with workplace supervisors and jobseekers as per required standards to facilitate successful post placement outcomes as required by KPIs for JVES and, attending worksites as necessary.
- Provide accurate and timely information on employment vacancies, local labour market demand, wage information and government incentives, employer preferences for particular skills and attributes and any pre-vocational or on the job training required to the jobseekers.
- Within the scope of the role, provide support or referral to relevant support services to address barriers (e.g., health, housing, drug and alcohol dependence, childcare, transport, vocational skills training and English language, literacy and numeracy support).

- With the support of the Team Leader, management of payment for job search support and readiness for clients and associated administrative requirements.
- Regularly, accurately and promptly update and maintain employer and jobseeker records and relevant databases/ information systems for tracking and evaluation of jobseeker employment pathways and outcomes, as required for JVES operations and program evaluation
- Where appropriate, work with relevant Brotherhood staff and engage with other state-funded programs such as Jobs Advocates, Skills First Training etc
- Effectively co-ordinate all requests for documentation from participants or employers to ensure that all required evidence is collected and retained appropriately in order to meet our contractual obligations.
- Contribute to the development of an understanding of the critical success factors for employers in ensuring long term employment as well as identifying any barriers to employers taking on disadvantaged job seekers
- Contribute to the development of JVES's data system and reporting, data collection and evidentiary systems, social media presence and development of case studies to support advocacy
- Other duties as required

### **TO BE SUCCESSFUL YOU MUST HAVE**

- A strong track record of successfully supporting long-term jobseekers into sustainable employment, by providing pre-employment skills building, vocational guidance, social support and post placement support and delivery of contractual KPIs.
- Experience working with stakeholders in the employment, training or social services to ensure coordinated support and effective collaboration.
- Good interpersonal and communication skills with a demonstrated ability to build professionally supportive relationships with a broad range of jobseekers with diverse or complex backgrounds
- Willingness to travel as needed
- Demonstrated ability to deliver person-centered, co-designed support that can competently assess the needs of jobseekers and either deliver or refer to appropriate services as necessary
- Strong organizational and time management skills with demonstrated ability to prioritise and meet deadlines.
- Proven ability to work independently and as an effective team member to achieve goals.
- Demonstrated competency in the use of record management systems to record information, Microsoft Office including Word, Excel and Outlook programs.
- Understanding of and empathy with the values and ideals of the Brotherhood

### **MANDATORY EMPLOYMENT CRITERIA**

- specific work requirements include work-based travel, attendance at a variety of different work locations
- proof of eligibility to work in Australia is required
- a satisfactory Police Check is required. The Brotherhood will facilitate this process
- a Statutory Declaration is required for this position. The Brotherhood will facilitate this process
- a Working with Children Check is required for this position. The Brotherhood will facilitate this process