



POSITION DESCRIPTION

POSITION TITLE	Development Coach – Economic Pathways to Refugee Integration (EPRI) – FTE .8
DIVISION	Children, Youth & Inclusion
Location:	Broadmeadows, with travel to other sites as required
DEPARTMENT	Given the Chance (GtC)
REPORTS TO	Demonstration Manager – Youth & Adult Transitions

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment, to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

The Brotherhood of St Laurence values diversity and inclusion with regards to its staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be supported, respected, safe, happy and empowered. We are committed to the safety, participation, and empowerment of all our program participants.

DIVISION & DEPARTMENT PURPOSE

The Youth and Adult Transitions department is comprised of;

- Youth Transition Support Program
- Better Futures Community of Practice
- Given the Chance
- Work and Learning Centres
- National Youth Employment Body
- Inclusive Pathways to Employment (IPE) pilot
- National Collaboration on Employment and Disability

The Economic Pathways to Refugee Integration (EPRI) program resides under the guise of Given the Chance (GtC), a BSL social enterprise designed to support disadvantaged job seekers into paid

employment by partnering with a variety of businesses across different industries. The program also offers apprenticeships, traineeships and labour-hire, using the expertise of BSL to maximise positive employment outcomes.

POSITION PURPOSE

The Development Coach supports the EPRI Senior Support Officer (SSO) in the delivery of the *Economic Pathways to Refugee Integration (EPRI) Program* including participant engagement, recruitment, prevocational and employability skills training, and on the job support.

This role also supports the program by supporting English language development and acquisition in new workplace contexts, including clarification of rights and responsibilities in the employee/employer relationship and agreement, and both prevocational and on the job coaching to ensure candidate understanding of those responsibilities as they relate to workplace OHS systems and requirements.

KEY RESPONSIBILITIES AND DUTIES:

- The Development Coach will support the SSO with the implementation of an engagement plan, for accessing this group in the community and facilitate referrals into the EPRI program
- Deliver pre employment training including formal, technical and industry specific language development related to the anticipated job pathways, occupational health and safety systems requirements and shared responsibilities, income, payslips, timesheets, tax and superannuation so participants can read and understand their remuneration details, employment law and context including employee agreements, entitlements, and awards.
- Work in close collaboration with staff within the Broadmeadows Thrive Hub and across Youth and Adult Transition program area to collectively achieve outcomes for all participants.
- Using an Advantaged Thinking practice approach to work with participants to help identify their education and employment goals, and support them to achieve outcomes in these areas
- Develop and maintain strong referral pathways into the program with a range of stakeholders including internal stakeholders, schools, community services, employment providers, and other government and non-government organizations.
- Assess participants' skills, capabilities and non-vocational barriers, as well as provide coaching tailored to the participant's goals
- Address participants issues as they arise, manage participant dynamics and complex needs
- Connect participants to specialist agencies and ensure support and follow-up
- Run training to employment pathway programs, in conjunction with local employers, and education providers
- Support participants in job search activities, and facilitate volunteering and/or employment opportunities
- Continue to provide feedback and post-placement support, to ensure employment or education is sustained
- Maintain accurate and timely records in the relevant data management systems
- Keep current with local labour market and trends, as well as maintaining external stakeholder relationships to benefits participant's goals and future opportunities, including with employers and education providers
- Assist in collaboration to ensure the program is integrated within the community in harnessing the community effort

- Work with the SSO to Provide post placement support for both employee and employer which could include being present for inductions and onsite support
- Coordinate and action on the job and onsite coaching as participants commence work, ensuring appropriate workplace support, help with English translation and initial on the job integration.
- Regularly, accurately, and promptly update and maintain employer and jobseeker records including input to client management software, Efforts to Outcomes (ETO) and relevant databases regarding training, induction and on the job coaching delivery
- Represent the BSL EPRI program at networks, forums and community meetings
- Work collaboratively with the team to deliver against key performance targets and quality objectives for the EPRI program.
- Model the Brotherhood values and adhere to the Code of Ethical Behavior in everyday work practices

SCOPE OF RESPONSIBILITY

Direct Reports: NIL

Indirect Reports: NIL

KEY SELECTION CRITERIA

Essential

- Relevant tertiary qualifications in social work, community development and/or education, or extensive relevant experience
- Demonstrated experience of working in an outcomes-focussed environment
- A depth of knowledge about the causes and consequences of CALD unemployment and the kinds of strategies that are successful in helping people from a CALD background follow pathways to work
- Strong interpersonal skills which demonstrate an ability to create positive relationships with a wide range of people, including people of Refugee backgrounds, and involve these people in activities and decisions
- Demonstrated experience in participant coaching resulting in placements in employment and/or education and training
- Demonstrated experience in group facilitation and training,
- Strong networking skills and experience developing partnerships with other agencies, employers, education providers to work together on a shared goal
- Strong organisational and time-management skills, and an ability to prioritise and meet deadlines
- Highly developed administration and computer skills and competency in Microsoft Programs
- Demonstrated ability to work independently and as an effective team member to achieve goals
- Understanding of and empathy with the values and ideals of the Brotherhood

Career Experience:

- Proven knowledge and understanding of employment pathways.
- Experience working with external employers including supervisors, hiring managers and HR staff.
- Strong capacity to engage and support people with a refugee background with low educational attainment and/or English language ability.

Personal Qualities:

- A commitment to maintaining and supporting child safety, equity, inclusion and cultural safety. You will be required to abide by the Child & Adult Safeguarding Policy and the Code of Conduct as well as all related child safe policies and procedures
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

Qualifications/other:

- A relevant TESOL (teaching English to speakers of other languages) qualification or EAL (English as a Second Language) qualification.

MANDATORY EMPLOYMENT CRITERIA

- Specific work requirements include attendance at a variety of different work locations and external host employer worksites
- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required. The Brotherhood will facilitate this process
- A Working with Children Check is required for this position. The Brotherhood will facilitate this process.

BSL values diversity and inclusion with regards to its staff and the communities we serve. We encourage you to submit your application for this role regardless of whether you meet all the key selection criteria. We encourage individuals from all backgrounds to apply.