



POSITION DESCRIPTION

POSITION TITLE	Work and Learning Centre Employment Advisor
DIVISION	Children, Youth and Inclusion
DEPARTMENT	Work, Economic Security and Social Inclusion
REPORTS TO	Team Leader

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.

DEPARTMENT PURPOSE

The **Work, Economic Security and Social Inclusion (WESSI)** unit sits within the Community Programs division with a specific focus on maximising people's employment readiness, financial capacity building, as well as fostering a sense of social and community inclusion.

POSITION PURPOSE

The Work and Learning Advisor will work independently as part of a small team to provide factual hands on recruitment support in preparing clients to access employment and training opportunities. The Advisor will provide support that will increase the capacity of clients, delivering non-accredited workshops in job search skills and running end-to-end screening and preparation for positions brokered by the Centre.

KEY RESPONSIBILITIES

- Undertake assessments to identify client's employment history, vocational goals, aspirations, barriers to employment and readiness for work.
- identify, screen, shortlist and interview suitable candidates for positions and develop activities and tools for assessing job readiness capabilities.
- Place clients into jobs and provide post placement support to job seekers and to their employers to help them perform appropriately, identifying additional support that can be offered to prevent placement failure.
- Develop individual plans for clients/jobseekers which outline their pathways to employment based on their occupational interests and aptitudes and advise and assist them on all elements of the job search process, including resume development, job applications and interview preparation.
- Provide regular on-going support to jobseekers to keep them focused on their employment and training goals and to prepare them for upcoming employment opportunities.
- Provide accurate and timely information to clients/jobseekers on employment vacancies, labour market demand, employment preparation activities, employer preferences for particular skills and attributes, prevocational or on the job training preferences, wage information, government incentives and Centrelink requirements.
- Refer jobseekers to training and other support where required including local counselling or treatment services, employment preparation services, government or other services designed to address barriers to employment and to enhance their job readiness.
- Liaise, network and undertake direct recruitment activities with a broad range of organisations, including employment and training programs, local community groups, DFFH staff, Workforce Australia providers and others to identify and source an appropriate volume of candidates, particularly those living in local public housing, to promote engagement with the Work and Learning Centre (WLC)
- Deliver workshops, presentations and information sessions to inform clients/jobseekers and local stakeholders about employment opportunities and events to recruit participants for the Work and Learning Centre
- Develop flyers and marketing materials to advertise jobs, services and programs to clients, community groups and service providers.
- Establish and maintain relationships with internal and external partners to increase client referrals to the program. This will involve cold calling and canvassing.
- Adhere to contractual compliance processes and procedures.
- Accurately record client/jobseeker information, client contacts and progress, case notes and client outcomes employer records and all relevant information using the Efforts To Outcome (ETO) system, in a timely manner maintaining confidentiality
- Maintain and contribute to a recruitment and employer database.
- Liaise with Workforce Australia providers to facilitate the job seeker's access to support resources that will improve their work readiness.
- Provide reports to management as requested, gathering any necessary client information and data to support the program's reporting and targets.
- Achieve individual (or group) targets that contribute to the overall performance targets for the Centre as set by the Management team.
- Contribute to regular WLC team meetings and Professional Development events by contributing to discussion about operational matters and identifying work priorities, review of performance targets, sharing of information resources and team building activities.
- Participate in the development of efficient processes that support a culture of continual improvement in the workplace.
- Travel to other BSL and non BSL sites as needed.
- This position will require direct and indirect contact with children and/or vulnerable individuals.
- Other duties as required.

SCOPE OF RESPONSIBILITY

Direct Reports 0

Indirect Reports 0

KEY SELECTION CRITERIA

Career Experience:

- Experience delivering training workshops and facilitating diverse groups, such as young adults, refugees, people from non-English speaking backgrounds, people with disabilities, older jobseekers, and the long term unemployed.
- Ability to identify and address jobseeker barriers and provide strong direction and support to jobseekers in their search for employment.
- Excellent written communication skills, advanced interpersonal skills and resilience to conflicting situations.
- Proven capabilities in building and maintaining professional internal and external stakeholder relationships.
- Ability to develop and utilise materials, activities and tools to support client/jobseeker recruitment and participation.
- Demonstrated ability to work both independently whilst contributing to, and supporting, the team's goals.
- Strong organisational and time management skills with demonstrated ability to prioritise and handle multiple tasks concurrently.
- Strong computer skills in using Microsoft Office products with the proven ability to accurately enter data and use a client record database, as well, quickly grasp new software programs and technology.
- A robust, positive and can-do attitude.
- Relevant employment and training experience in a high-volume environment and the ability to provide real-world recruitment advice to clients.

Personal Qualities:

- A commitment to maintaining and supporting child safety, equity, inclusion and cultural safety.
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

MANDATORY EMPLOYMENT CRITERIA

- Proof of eligibility to work in Australia.
- A satisfactory Police Check is required - BSL will support successful candidates in this process.
- A Working with Children Check is required - BSL will support successful candidates in this process.

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur and may be amended from time to time.