



# POSITION DESCRIPTION

<b>POSITION TITLE</b>	Work and Learning Centre Advisor
<b>DIVISION</b>	Community Programs
<b>DEPARTMENT</b>	Work, Economic Security and Social Inclusion
<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 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:

- Inclusive services and communities for everyone
- Thriving and resilient children and young people
- Economic security for all
- 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)** 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, DHHS staff, jobactive providers (JP) 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 JP
- 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 JPs to facilitate the job seeker's access to JP client 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
- Other duties as required

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

### **Essential**

- Relevant employment and training experience in a high-volume environment and the ability to provide real-world recruitment advice to clients
- 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
- understanding of and empathy with the values and ideals of the Brotherhood.

### **MANDATORY EMPLOYMENT CRITERIA**

- 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
- Victorian Drivers Licence