

**JVES Coordinator/Business Development West@Work
Position Description
January 2023**

Title:	JVES Coordinator/Business Development west@work
Classification:	Djerriwarrh Coordinator A to E (According to Djerriwarrh's internal scale)
Salary:	<p>\$73,121.51 to \$79,534.60 plus superannuation of 10% per annum for a full time position (According to Djerriwarrh's internal scale)</p> <p>Staff also have the ability to access "tax free" benefits of \$30,000 grossed-up per annum. Djerriwarrh receives concessional fringe benefit tax treatment due to its current Public Benevolent Institution (PBI) status and can therefore pass on these benefits to staff according to current tax legislation. This benefit is only available to staff while Djerriwarrh retains its PBI status.</p>
Status:	Full time until June 30th, 2023 (contract may be extended)
Award:	Labour Market Assistance Industry Award 2010

ORGANISATIONAL CONTEXT:

Djerriwarrh Community & Education Services (Djerriwarrh) is a highly regarded not for profit charitable organisation which has been delivering high quality education, training, employment and youth programs in the western suburbs of Melbourne since 1989. Djerriwarrh's Mission Statement is 'empowering individuals and local communities to learn, connect and grow'. Djerriwarrh works in partnership with the community, other community based organisations, participants/clients and local, state and federal governments.

Education and training services including:

- Adult Community & Further Education (Learn Local provider)
- Vocational Education and Training (VET)
- Literacy and Numeracy services
- Skills for Education and Employment (SEE) and the Adult Migrant English Program (AMEP) trading as Learning for Employment
- Foundation Skills For Your Future Program
- Victorian Certificate of Applied Learning (VCAL)
- Government (State and Federal) contracted training (Skills First)
- Djerriwarrh Community House

Youth services including:

- School Focused Youth Services
- L2P
- Better Futures (formerly Springboard)
- Reconnect

Employment services including:

- Jobs Victoria Employment Services (JVES) as a member of the west@work consortium
- ParentsNext
- Jobs Victoria Advocates Program

DJERRIWARRH'S VALUES:

Caring – we provide a safe and welcoming environment for all.

Respectful – we treat all people fairly and equally.

Inclusive – we are welcoming and put people first.

Adaptable – we respond to individual and community needs in a creative and flexible way.

Accountable – we take responsibility for our decisions and follow through on our commitments.

Djerriwarrh is committed to quality, innovation and promoting a culture of continuous improvement in its governance, management and service delivery.

Djerriwarrh is committed to child safety and all staff, volunteers and board members have a responsibility to prevent child abuse and respond appropriately to allegations.

All Djerriwarrh employees have a shared responsibility to identify and manage risks particularly those associated with children and young people attending the workplace.

Djerriwarrh is committed to providing a safe and inclusive environment for all children and young people from all cultures including from Aboriginal peoples, people from culturally and/or linguistically diverse backgrounds and people with a disability.

POSITION OBJECTIVES:

west@work is the JVES partnership between three community services, education and training providers in Melbourne's West. Westgate Community Initiatives Group Inc., (WCIG), Wyndham Community and Education Centre (WCEC) and Djerriwarrh Community & Education Services. WCIG is the Lead agent.

The Djerriwarrh JVES Coordinator west@work supports the Manager of the service in the overall coordination and delivery of west@work programs and services and in the management of quality and risk across this program.

The Coordinator supports a west@work JVES Mentor in Central Highlands by providing operational support and monitoring contract performance and compliance. The role also assists in the provision of support, supervision and leadership to staff members within the team to assist the service to reach its goals and fulfil contractual obligations.

The Coordinator west@work will liaise closely with industry stakeholders, local employers, Workforce Australia providers, Centrelink, TAFEs, Registered Training Organisations (RTOs), local youth networks, Central Highlands Councils, other Community Based Organisations, residential out-of-home care providers, the Department of Families, Fairness and Housing (DFFH), families, schools and identified people in need of assistance to reengage with employment.

The Coordinator will also work collaboratively with other Coordinators and staff of the west@work partners to ensure service cohesiveness across all programs and services.

In addition, the Djerriwarrh JVES Coordinator will also be responsible for Business Development and Special Projects which will involve liaising with employers to secure high volume recruitment projects.

DUTIES & RESPONSIBILITIES

Operations

- Work within the west@work contract of service delivery
- Compliance with the reporting requirements and funding contract guidelines
- Receive and coordinate centralised referrals and requests for west@work services via phone, email, fax and face to face and provide coordination and support to all JVES Mentors to complete registrations within agreed timeframes
- Gather appropriate information, utilising information, judgement and assessment tools to determine the eligibility, work-readiness and appropriateness of all clients wishing to enter the service
- Allocate appropriate referrals to JVES Mentors across the west@work consortium, matching the jobseekers needs with the west@work services
- Provide regular feedback loops to service providers and jobseekers on referrals and requests
- Participation in staff meetings, and policy and organisational development activities
- Facilitate Djerriwarrh west@work team meetings as directed by the JVES Manager

Program promotion

- Assist in the development of promotional materials within contract guidelines as required
- Promote west@work and Djerriwarrh as a whole externally
- Promote west@work internally to Djerriwarrh staff

Program expertise and delivery

- Responsible for the overall coordination of Djerriwarrh west@work operations including preparing monthly program reports as directed by the JVES Manager
- Responsible for monitoring the progress towards achieving key performance indicators of both programs as outlined in the contracts, guidelines, agreements and operational plan.

Business Development and Networking

- Ensure cooperative relationships are established and maintained with industry stakeholders, local employers, Workforce Australia Providers, Centrelink, TAFEs, RTO's, local youth networks, local Councils, residential out-of-home care providers, DFFH and families and schools.
- Liaise with Department of Jobs, Precincts and Regions as required
- Ensure cooperative relationships are established and maintained with other teams, programs and staff within Djerriwarrh
- Ensure cooperative relationships are established and maintained with west@work partners.

Financials

- Monitor financial performance of programs including:
- Monitoring the performance of programs against budget
- Understand and control program expenses where required

Staff

Coordinate relevant staffing matters as required including:

- Staff recruitment and selection in collaboration with the JVES Manager
- Contributing to the development of staff work plans
- Staff supervision, coaching, mentoring and support to ensure optimum program performance
- Contributing to performance agreements and conducting performance appraisals
- Reviewing operational plans and work plans
- Managing risk and compliance
- Ensure appropriate WHS practices
- Ensure compliance with Djerriwarrh Policies and Procedures
- Ensure compliance with the relevant contract and associated guidelines
- Ensure compliance with JVES Contract and relevant program Guidelines

CONDITIONS OF EMPLOYMENT:

The JVES Coordinator is a full-time position.

Remuneration falls under the Labour Market Assistance Industry Award. Salary is within the range of \$73,121.51 and \$79,534.60 plus superannuation. This position may access “tax free” benefits of \$30,000 grossed-up per annum. Djerriwarrh receives concessional fringe benefit tax treatment due to its current Public Benevolent Institution (PBI) status and can therefore pass on these benefits to staff according to current tax legislation. This benefit is only available to staff while Djerriwarrh retains the PBI status.

The starting salary is dependent on relevant qualifications and experience. A probation period of 6 months applies to this position.

Confirmation of employment

Confirmation of employment with Djerriwarrh is subject to the provision of:

- Satisfactory outcome of Police and Working with Children Checks. A Working with Children Check is the responsibility of the employee.
- A valid Australian visa with work rights (if applicable).
- Evidence of full vaccination (minimum 2 doses) of an approved COVID-19 vaccine.

Workplace Health and Safety (WHS)

All employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety.

All employees are responsible for their own safety and that of fellow employees. All employees must:

- Report unsafe or unhealthy work practices to WHS representatives, coordinators and/or managers.
- Comply with WHS policies and procedures (including updated COVID-19 Safe practices and plans) and to follow directions given by coordinators, managers or any WHS and Emergency Response Team representatives in relation to safe work practices.
- Comply with all current government and health expert advice, including Chief Health Officer Directions, regarding COVID-19 safe practices and requirements.

Site flexibility

Staff may be required to work at any of the Djerriwarrh sites including outreach sites. Djerriwarrh's head office is based in Melton with other sites in Sunshine and Ballarat.

Driver's licence

A current driver's licence is required

Pre-existing injury

The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be adversely affected by employment in this position. This will assist Djerriwarrh in providing a safe work environment for new staff.

KEY SELECTION CRITERIA***Mandatory:***

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| KSC 1: | Experience in coordinating a program or project |
| KSC 2: | High achiever with the ability to achieve set key performance indicators |
| KSC 3: | Contract Compliance Knowledge |
| KSC 4: | Experience initiating and developing partnerships and productive working relationships with all stakeholders to achieve positive outcomes for |
| KSC 5: | A leader by example and able to keep a positive can-do attitude |
| KSC 6: | A high level of verbal and written communication skills including the ability to effectively communicate with people from diverse backgrounds |
| KSC 7: | Excellent customer service skills and experience in supporting our participants to overcome any barriers they may have in gaining sustainable employment |

QUALIFICATIONS/SPECIAL REQUIREMENTS:

- Relevant tertiary level qualification or extensive experience in business development, community services, recruitment, marketing and sales and/or similar.
- Expertise and competency in Microsoft Office programs.
- Knowledge of Employment Services advantageous.

REPORTS TO:

JVES Manager

SUPERVISES:

JVES Mentor

IMPORTANT NOTES:

- Djerriwarrh actively encourages applications from Aboriginal peoples, people from culturally and/or linguistically diverse backgrounds and people with a disability.
- Services comply with the provision of relevant Commonwealth, State or local government legislation, which has direct or indirect implications for the service.
- Services are conducted free from any sexual harassment and any unlawful discrimination which contravenes the:
 - Racial Discrimination Act 1975
 - Sex Discrimination Act 1984
 - Disability Discrimination Act 1992
 - Disability Act 2006
 - Equal Opportunity Act 2010
 - Charter of Human Rights and Responsibilities Act 2006
- Services are conducted in compliance with relevant sections of the:
 - Privacy Act 1988
 - Freedom of Information Act 1982
- Djerriwarrh is a child safe organisation and complies with:
 - Child Wellbeing and Safety Amendment (Child Safe Standards) Act 2015
 - Working With Children Act 2005
- Djerriwarrh acknowledges and respects the privacy of individuals and handles personal information in compliance with Information Privacy Principles (Victoria) and the National Privacy Principles. Your personal information will be destroyed when no longer required.
- Djerriwarrh has in place an information security management system. All staff are required to comply with the relevant policies and procedures to protect the integrity and security of any information created or collected for the purposes of delivering our services and programs.
- COVID-19 Response – Djerriwarrh complies with all current government and health expert advice for conducting a COVID-Safe business and has established COVID-Safe Plans across all our service and administrative site locations.

Declaration

My position description has been explained in detail and I understand and accept the accountabilities and authority as outlined.

Employee	Name:	Signature:	___/___/___
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Manager	Name:	Signature:	___/___/___
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