

**Jobs Victoria Employment Services Mentor  
Position Description  
October 2022**

<b>Title:</b>	Jobs Victoria Employment Services Mentor
<b>Classification:</b>	Employment Services Officer Grade 2 Level D to H (According to award)
<b>Salary:</b>	<p>\$62,180.00 to \$68,299.89 plus superannuation of 10.5% 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>
<b>Status:</b>	Full time contract to 30 June 2023
<b>Award:</b>	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:**

Westgate Community Initiatives Group Inc (WCIG), Djerriwarrh Community & Education Services and Wyndham Community and Education Centre have formed the consortium west@work in order to deliver the Jobs Victoria Employment Services (JVES) program. WCIG is the lead member.

The Jobs Victoria Employment Services Mentor aims to place eligible participants into full-award wage employment and to support and assist them in maintaining sustainable employment.

### **DUTIES & RESPONSIBILITIES**

#### *Operations*

- Work within the Jobs Victoria Employment Services (JVES) contract of service delivery and applicable funding arrangements and offer appropriate levels of client service delivery
- Compliance with the reporting requirements and funding contract guidelines for service delivery
- Assess the work-readiness and appropriateness of jobseekers wishing to enter the service
- Setting up new participants in the GEMS systems and SharePoint
- File noting for appointments
- Assess participant's strengths and opportunities in the labour market
- Work with each participant to develop an Individualised Plan to achieve sustainable employment consistent with their long-term goals
- Motivate and support participants to sustain job search and employment
- Coach participants in job search strategy both individually and in small groups
- Monitor job search activity and review each participant progress towards employment goals
- Establish a rapport with jobseekers accepted into the program, identify any medical/social/personal factors that may impinge on their work-readiness and refer jobseekers to support services as appropriate

- Assess each jobseeker's skill level in their chosen career by identifying each competency and the level to which this has been obtained in order to establish if further training or work experience is necessary before placement can take place
- Develop and maintain personalised get2work Plan for each jobseeker which identifies specific employment outcomes, work preparation strategies, job seeking strategies, and employment support activities
- Assist the jobseeker to develop his/her resume and interview skills appropriate to various employment fields
- Continually survey the local job market in order to locate vacancies
- Canvass jobseekers to employers and market for appropriate job matches between jobseekers and employers
- Assist clients with communication and communication strategies when job seeking, at interviews, and, in the workplace
- Support workers in maintaining employment by:
  - ▶ providing ongoing support according to post placement get2work Plan or as required by the worker or employer
  - ▶ assisting with worker familiarisation of the job
  - ▶ making periodic telephone calls or visits to the workplace to assess worker progress
- Maintain job placement by establishing a relationship with the employer and making regular contact to assess the workers progress and offering support if the worker is not successful in the job (this could also involve understanding the requirements of the job to be able to train a replacement or arranging for another client to take over the position)
- Provide a customer driven service which meets quality standards
- Achieve individual employment placements outcomes relevant to funding requirements
- Achieve team outcome targets
- Follow Djerriwarrh's and program policies and procedures to advance quality management
- Communicate problems impacting on the performance of the service site to the Manager in an effective and timely manner
- Participation in the planning and review of services
- Participation in staff meetings, and, policy and organisational development activities
- Other duties as required that are consistent with this Award classification

#### *Information*

- Maintain confidential client records
- Maintain confidential employer records
- Record service performance information
- Maintain all other relevant information systems

#### *Relationships*

- Maintain co-operative working relationships with other members of the west@work team and staff in Djerriwarrh
- Establish links with employers, job seekers and other stakeholders to ensure targets are met
- Build effective relationships with job seekers and employers to ensure the service responds to their individual needs

- Maintain excellent relationships with the co-located and/or referring agencies, mental health providers, and other involved parties such as family members, educators, social workers, and other relevant stakeholders to ensure continuity of care for the client

### **CONDITIONS OF EMPLOYMENT:**

The Jobs Victoria Employment Services Mentor is a full time position.

Remuneration falls under the Labour Market Assistance Industry Award. Salary is within the range of \$62,180.00 - \$68,299.89 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.

### **Drivers 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:**

**KSC 1: Technical/Professional Skills and Knowledge**

- Relevant qualification and/or experience in providing individualised support and employment case management to unemployed jobseekers
- Demonstrated ability to keep abreast of current developments and trends within the profession
- Computer literate in Microsoft office products

**KSC 2: Understanding Diversity**

- Demonstrated ability to provide motivation and support to clients with multiple barriers
- Demonstrated ability to recognise people's strengths, aspirations, and abilities, which helps to develop the client's employment potential
- Demonstrated ability to link into support services for clients with multiple barriers

**KSC 3: Focused on Outcomes**

- Demonstrated ability to achieve and exceed monthly targets and outcomes/goals
- Knowledge of different job search techniques to achieve outcomes/goals and assist others to achieve outcomes/goals
- Demonstrated ability to be creative in adopting different ways to deal with different clients

**KSC 4: Developing and Managing Relationships**

- Experience developing and maintaining partnerships and productive working relationships with all stakeholders to achieve outcomes
- Ability to market west@work and establish employer relationships to achieve open employment outcomes

**KSC 5: Communication**

- Experience engaging with clients to understand their needs and clarify information
- Ability to assist clients with communication and communication strategies for example: resumes, get2work Plan, interview techniques, etc.

**KSC 6: Motivation and Support**

- Demonstrated ability to support clients who suffer from barriers by motivating, advocating, generalist counselling, and mentoring
- Demonstrated ability to maintain regular contact with clients via phone or face-to-face to assess the client's progress

### **QUALIFICATIONS/SPECIAL REQUIREMENTS:**

- Excellent written and verbal communication skills

### **REPORTS TO:**

JVES Coordinator west@work

### **SUPERVISES:**

No direct reports

**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.

<b>Declaration</b>	
My position description has been explained in detail and I understand and accept the accountabilities and authority as outlined.	
<b>Employee</b>	Name: ..... Signature: ..... ___/___/___
<b>Manager</b>	Name: ..... Signature: ..... ___/___/___