

<p>Reconnect Coach Position Description January 2025</p>

Title:	Reconnect Coach
Classification:	Employment Services Officer Grade 2 Level A to H (According to award)
Salary:	\$62,950.03 to \$74,937.68 plus the applicable Superannuation Guarantee Rate per annum for a full time position (According to Djerriwarrh's internal scale). 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.
Status:	Full time/12 month contract
Award:	Labour Market Assistance Industry Award 2020

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)
- Government (State and Federal) contracted training (Skills First)
- Skills for Education and Employment (SEE) and the Adult Migrant English Program (AMEP) trading as Learning for Employment
- Literacy and Numeracy services
- Djerriwarrh Community College
- Djerriwarrh Neighbourhood House

Youth services including:

- School Focused Youth Services
- TAC L2P Learner Driver Program
- Better Futures
- Reconnect
- Homework Club

Employment services including:

- Jobs Victoria Mentors (JVM)
- Parent Pathways

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, gender and sexually diverse people and people with a disability.

POSITION OBJECTIVES:

The Reconnect Coach will proactively target referral agencies and use outreach strategies to engage and support a number of severely disadvantaged young people and other vulnerable cohorts.

The Reconnect Coach will use motivational coaching methods to maintain engagement and actively support participants in pursuit of their educational/employment goals.

The role of the Reconnect Coach is to address vocational and personal barriers through individual coaching, mentoring and capacity building activities that engage participants in experiential learning to develop literacy, numeracy, learning and employability skills in practical, authentic and meaningful contexts including: guided career exploration, work experience and coaching and to broker practical solutions to barriers such as transport, childcare and connectivity.

The Reconnect Coach also provides wrap around support, monitors engagement, progress and outcomes and refers participants to specialist agencies to address more extensive personal barriers if required.

DUTIES & RESPONSIBILITIES:

- Promote Reconnect to young people, schools, service providers, Centrelink, TAFEs, RTOs, youth services and the wider community including parents and families.
- Program expertise and delivery.
- Responsible for the delivery of the Reconnect program to a caseload of eligible, at risk participants within the Melton, Moorabool and Brimbank Local Government Areas.
- Participate in triage duties.
- Complete, monitor and regularly review Work and Learning Plans with individual participants.
- Monitor and review current active participants so that educational/employment pathways can be explored to reach outcomes.
- Develop and maintain community contacts/relationships so that participants accessing the program can be referred to additional wrap around support agencies during the program (as required) and transitioned to other support programs prior to the end of the Reconnect Contract.

Program Administration

Accurate and timely record keeping of:

- Registration documentation
- Departmental data management
- Participant referral and expenditure information

Program relationships

- Cooperative relationships are established with parents, local schools, youth service providers, welfare support services, community groups, neighbourhood houses, local councils, businesses and Centrelink.
- Cooperative relationships are established and maintained with other teams, programs and staff within Djerriwarrh Community & Education Services, in particular, the RTO and ACFE representatives.
- Cooperative relationships are established and maintained with Learn Locals, TAFE and RTO's.
- Attend relevant staff meetings, network meetings and outreach activities as required.

CONDITIONS OF EMPLOYMENT:

The Reconnect Coach is a full time 12 month position.

Remuneration falls under the Labour Market Assistance Industry Award. Salary is within the range of \$62,950.03 to \$74,937.68 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 Nationally Coordinated Criminal History Check (NCCHC) and Working with Children Check. A Working with Children Check is the responsibility of the employee.
- A valid Australian visa with work rights (if applicable).

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: Substantial experience in case management and/or vocational counselling of people from various cohorts to achieve positive outcomes.
- KSC 2: An ability to work effectively in a team and independently to achieve outcomes/goals.
- KSC 3: Well-developed organisational skills and demonstrated ability to use online management reporting systems.
- KSC 4: Demonstrated ability to relate to and work with disadvantaged/vulnerable/at risk cohorts.
- KSC 5: Sound knowledge of education and training options and employment pathways.
- KSC 6: Sound understanding of the cultural diversity of the region and its implications for the delivery of a wrap around support program.

QUALIFICATIONS/SPECIAL REQUIREMENTS:

A minimum Certificate IV qualification in Youth Work, Social Work, Psychology, Career Development or equivalent.

REPORTS TO:

- Reconnect Team Leader
- Pathways Manager

SUPERVISES:

N/A

IMPORTANT NOTES:

- Djerriwarrh actively encourages applications from Aboriginal peoples, people from culturally and/or linguistically diverse backgrounds, gender and sexually diverse people 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 Act 2005
 - ▶ Worker Screening Act 2020
- 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: ___/___/___
Manager	Name: Signature: ___/___/___