Djerriwarrh
Community & Education Services

Parent Mentor
Position Description
November 2026

Title:	Parent Mentor
Classification:	Employment Services Officer Grade 2 Level A to I (According to award)
Salary:	$68,260.26 to $83,160.62 pro rata plus superannuation of 12% 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:	Part-time fixed term to 31 October 2027 with possibility of extension subject to ongoing government funding
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 purpose is 'to support people and 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
- Melton Suburban University Study Hub

Youth services including:

- TAC L2P Learner Driver Program
- Better Futures
- Reconnect
- Homework Club

Employment services including:

- 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.

DJERRIWARRH'S QUALITY MANAGEMENT SYSTEM (QMS)

All staff contribute to Djerriwarrh's Quality Management System (QMS), which is aligned with ISO 9001:2015 and supports the delivery of high-quality services across all programs. Each employee is responsible for understanding and fulfilling their role in maintaining and improving quality standards, complying with relevant policies and procedures, and actively participating in continuous improvement initiatives. This shared responsibility ensures that the QMS remains effective, responsive, and aligned with the organisation's strategic goals.

POSITION OBJECTIVES

Parent Pathways is a completely voluntary program that aims to provide support services to meet parents where they're at, both in location and their stage of life, whether that's helping parents identify their strengths, develop a new skill, plan for future work or study or access financial support or a referral to community support services to address difficulties they may be experiencing. Parent Pathways recognises the connection of parents to pre-employment opportunities and that there may be many pathways for a parent before they are ready to think about and plan for study or employment. The objectives of Parent Pathways are to assist parents with young children to identify their strengths, connect with local services, and pursue their educational and employment goals when they are ready to do so. The program aims to provide quality support that is meaningful, flexible, and individualised to each parents' unique circumstances and caring responsibilities.

PROGRAM SPECIFIC DUTIES & RESPONSIBILITIES

Parent Mentors are responsible for the day-to-day delivery of support services to all Parent Pathways parents and carers at Djerriwarrh. This includes maintaining a caseload, directly supporting participants, community engagement, site management and ensuring the effective delivery of the program in line with the Deed, Guidelines, participant needs, and Djerriwarrh's organisational goals.

Program Expertise and Delivery:

- Demonstrated experience and success delivering a voluntary program or service, including delivering outreach services.
- Demonstrated track record of case management, preferably working with parents and people from culturally and linguistically diverse backgrounds.
- Experience in providing education and employment support services.
- Supporting parents in job search activities and/or workshops to build employability skills.
- Experience working with employers and helping them with their recruitment needs.

- Providing vocational guidance tailored to the participants goals and connecting them to suitable VET/education providers.
- Deliver and facilitate activities, workshops and/or training to participants, such as ‘Life Skills’, Skills for Parents, job search clubs, digital literacy and financial literacy.
- Experience in community and stakeholder engagement, including being involved in Communities of Practice, Consumer Advisory Groups, Community Network Groups and peak/industry bodies.
- Sound understanding and application of IT systems, including government programs, such as Workforce Australia and administering participant assessment tools.
- Providing timely and accurate information/data to the Program Manager via IT systems and internal reports.

CONDITIONS OF EMPLOYMENT

The Parent Mentor is a part time position.

Remuneration falls under the Labour Market Assistance Industry Award. Salary is within the range of $68,260.26 to $83,160.62 pro rata 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 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, 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:	Demonstrated experience and success delivering a voluntary program.
KSC 2:	Successful track record in case managing and mentoring voluntary participants into education, training, and/or employment.
KSC 3:	Experience in delivering and facilitating activities and workshops for clients.
KSC 4:	Community and stakeholder engagement experience, such as involvement in local Communities of Practice, Consumer Advisory Groups, outreach services, and establishing plus maintaining strong client referral pathways.
KSC 5:	Employer connections and recruitment experience.
KSC 6:	Sound administrative and IT skills.

QUALIFICATIONS/SPECIAL REQUIREMENTS

Diploma level qualifications or higher, related to education, training, social services, counselling, case management, psychology, community services, careers guidance, and/or similar.

REPORTS TO

Parent 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.

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:	___/___/___