Position Description

Position Title: Employment Mentor: Connecting to Work

Accountable To: Program Manager: Connecting to Work

Location: Connecting to Work Services Delivery Sites

Hours: 76 hours per fortnight but subject to Organisational requirements

Position Overview

The Employment Mentor: Connecting to Work supports Participants experiencing long term unemployment and diverse, intersecting employment challenges to progress towards and achieve sustainable employment. Through Eighty9's Global Service Model (GSM), the role delivers intensive, individualised and responsive mentoring and coordinates tailored wraparound and complementary supports that address barriers, build capability and strengthen workforce participation. The Employment Mentor empowers Participants to identify and achieve their employment goals through meaningful engagement with employment, education, training and community pathways, creating sustainable opportunities for economic and social participation.

Personal Attributes

You are a purpose driven, adaptable and outcome focused professional who believes in the life changing value of employment and the opportunities it creates for people to learn, grow, contribute and thrive. Committed to supporting Participants experiencing complex and intersecting barriers to employment, you build strong, authentic relationships that foster trust, engagement and achievement. Participant centred in your approach, you recognise individual strengths and work collaboratively with Participants to build capability, address barriers and achieve sustainable employment outcomes. Resourceful, proactive and solutions focused, you navigate complexity, coordinate supports and create pathways to employment, education, training and community participation. Organised and accountable, you take ownership of your work, maintain high standards of performance and quality, and contribute to a culture of continuous improvement that delivers meaningful outcomes for Participants.

Responsibilities:

The Employment Mentor: Connecting to Work is responsible for:

- Build and maintain effective relationships with Participants to promote engagement, trust, achievement and progress towards sustainable employment outcomes
- Undertake validated assessments to identify Participant strengths, goals, barriers and support needs
- Co-design, implement and regularly review Meaningful Goal Plans with Participants
- Deliver intensive and responsive mentoring and case management that builds Participant capability, strengthens workforce participation and progresses employment goals
- Provide individualised support using strengths based, trauma informed and culturally safe practices
- Activate and coordinate Eighty9's GSM to connect Participants with integrated supports, services and opportunities that address barriers to workforce participation
- Collaborate with community organisations, training providers and employers to create meaningful pathways, activities and opportunities aligned to Participants goals
- Coordinate referrals and facilitate access to health, wellbeing, housing, counselling, community, cultural and other wraparound supports that address barriers to employment
- Facilitate participation in foundational skills development, workplace skills training, vocational education, industry aligned training and other capability building activities that strengthen employment prospects
- Assist Participants to access practical employment supports including licences, clearances, medical assessments, equipment and work-related items
- Connect Participants with employment pathway activities, including employer immersions, work experience, work-like activities, vocational exposure opportunities and direct employment opportunities
- Support Participants to prepare for and secure employment through resume development, interview preparation, job search activities, vacancy matching and reverse marketing activities
- Monitor Participant engagement, progress and changing circumstances, adapting support strategies and interventions to maintain momentum towards employment outcomes
- Maintain accurate records and administrative requirements in accordance with contractual, organisational and legislative requirements

Quality Standards, Regulations and Responsibilities:

The Employment Mentor: Connecting to Work is responsible for complying with the following regulations, standards and codes:

- The Organisation's Policies and Procedures
- Connecting to Work Grant Agreement and Guidelines
- The Government authority Code of Practice and relevant Service Guarantees
- The Government authority Complaints Procedure
- ISO 9001: 2015
- ISO 27001: 2022
- National Principles for Child Safe Organisations
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations
- The Organisation's Work Health and Safety System and Work health and Safety Act 2012

Qualifications:

- Experience in Government contracted Employment Services, Community Services or similar human services environments
- Qualifications in Employment Services, Community Services, Human Services, Social Work, Counselling or a related field are advantageous but not essential

Key Skills/Attributes:

- Ability to build strong, trusted relationships that engage, motivate and influence Participants experiencing complex and intersecting barriers to employment
- Skilled in conducting assessments and translating Participant strengths, barriers and support needs into achievable employment pathways
- Strong mentoring and case management skills, with the ability to build capability, promote accountability and achieve sustainable employment outcomes
- Ability to coordinate integrated supports, services and opportunities through Eighty9's GSM to address barriers to workforce participation
- Ability to engage, collaborate and negotiate effectively with employers, training providers, community organisations and other stakeholders to create meaningful employment opportunities
- Knowledge of local labour markets, employment pathways and workforce participation opportunities relevant to Participant goals
- Strong problem solving and organisational skills, with the ability to manage competing priorities and adapt to changing circumstances
- Self motivated, accountable and outcome focused, with a commitment to quality service delivery and continuous improvement

Additional Factors:

- This position may require occasional attendance at meetings or training outside normal business hours
- National Police Clearance prior to commencing employment
- Working with Children Check

Selection Criteria

- Demonstrated experience supporting individuals experiencing complex barriers to employment, education or workforce participation to achieve positive outcomes
- Proven ability to assess needs, develop goal focused plans and coordinate supports that address barriers and build Participant capability
- Demonstrated experience building effective relationships with employers, training providers, community organisations and other stakeholders to create employment and participation opportunities
- Proven ability to manage competing priorities, maintain accurate records and deliver quality services in accordance with contractual and organisational requirements
- Demonstrated commitment to achieving sustainable employment outcomes through participant centred, trauma informed practice, collaboration and continuous improvement