

JOB CODE: 04.013.03
JOB TITLE: Youth Transition Worker / Activities Consultant
PROGRAM/SECTION: Transition to Work Program
REPORTS TO: Manager
AWARD: Labour Market Assistance Industry Award 2010
CLASSIFICATION: Training & Placement Officer Grade 2
PROBATIONARY PERIOD: 6 months (monthly reviews undertaken during this period)

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Impact Commitment Statement

Our staff will actively contribute to the organisation’s vision, mission, values, policies and procedures.

In return, our staff will enjoy making a difference in the community, working within a supportive team, with a strong commitment to learning and development; and appreciate significant employment benefits.

Who are we?

As a charitable organisation, we support people who may be experiencing disadvantage, poverty or exclusion from community, social and employment networks. Through our programs and services, we assist individuals and families build resilience and reconnect with the community in a positive way to realise an improved quality of life.

What is our vision?

To lead the community in pioneering improved life opportunities

What is our mission?

Building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation

What are our values?

What do we expect from our staff and what do our participants expect from us?

Trust we are honest, accountable to our community and transparent in our actions

Empowerment in every endeavour we strive to support people to achieve their goals, own their actions and make sustained change in their lives according to what they want

Relevance we serve our community’s needs through a contemporary individual choice based approach to community service

Compassion we are caring and understanding in our support of people in our community

Inclusiveness we believe that diversity in our community makes us stronger and provide equal opportunity to all



OVERVIEW:

The Youth Transition Worker / Activities Consultant is the primary contact for youth connecting with the Transition to Work program. The Youth Worker will, using a holistic approach, guide the participant through their progression to employment by developing pre-employment skills through individual and group activities. This will include Case Management, co-ordination of flexible and tailored activities, strategies for increasing skills, job search development, vocational assistance, career mentoring and co-ordinating work experience activities. The Youth Worker will also provide Post Placement Support.

MAIN DUTIES/RESPONSIBILITIES:

- Maintain the appropriate level of case management services and contact with participant that satisfies the expectations of the participant and the service delivery model.
- Co-ordination of Self Development Work Preparation Activities to address the participants personal requirements in readiness for employment.
- Develop the Employment Readiness Assessment in consultation with the participant.
- Once the Employment Readiness Assessment has been completed, develop a Job Plan for the participant to create a pathway towards employment.
- Effective collaboration with the Team Leader / Employer Relations Consultant to identify specific needs from both employer and participant, to aid in activity/training development.
- Develop and co-ordinate both individual and group based learning projects that build foundational pre-employment skills.
- Co-ordinate job search activities, career exploration and career mentoring.
- Coach job seekers to ensure they are interview ready.
- Broker short-term work experience/volunteering opportunities and market job seekers during their placement.
- Market job seekers to Employers using wage subsidies where appropriate for relevant job seeker groups.
- Maintain knowledge of and be able to source support services to address participants' education and community participation needs.
- Work with the Team Leader / Employer Relations Consultant to hold successful Connection Events which engage both employer and participant.
- Maintain a level of contract and operational knowledge that is conducive to satisfying contractual requirements at all times
- Contribute to regular team meetings that strive to identify work priorities and areas for improvement
- Participate in organisational evaluations and completing organisational forms as requested
- Other duties (within experience and qualifications) as required
- Takes reasonable care for personal health and safety in the workplace and that of others.



CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)

Essential

- Relevant life experience and/or demonstrated understanding of the barriers to education/employment experienced by young people transitioning from school
- Genuine interested in working with youth
- Current knowledge/ability to gain knowledge of local schools, employment services and labour market conditions/opportunities
- Demonstrated administration and computer skills with proficiency in Microsoft Office applications
- Excellent communication skills including ability to quickly create rapport, negotiation, advocacy, conflict resolution and assessment skills
- Ability to set priorities and to achieve outcomes in a performance driven environment
- Ability to engage and influence participants, use active listening and questioning techniques to identify goals, strengths and obstacles to life and encourage community participation
- Ability to work collaboratively with a participant (and relevant stakeholders e.g. family/carer) to develop a tailored plan to achieve the desired outcomes
- Ability to monitor progress against plan, coach and mentor to achieve goals
- Ability to maintain accurate records (electronic and paper-based) and to understand and implement contract requirements and guidelines)

Desirable

- Qualification in relevant field e.g. Youth

LICENSING AND ADMINISTRATIVE REQUIREMENTS

Please note that employment is subject to obtaining/holding all requirements listed below and that failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment period.

- Queensland Driver’s Licence / C Class
- Possession of, or willingness to obtain, Prescribed Notice (Yellow Card), Working with Children (Blue Card), National Police Check (AFP).

