

JOB CODE: 04.016.02
JOB TITLE: Employment Retention Mentors
PROGRAM/SECTION: Empowering Youth
REPORTS TO: General Manager- Employment
AWARD: Labour Market Industry Award 2010
CLASSIFICATION: Training & Placement Officer
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 clients 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 Employment Retention Mentor is the primary contact for youth and employers connecting with the Empowering Youth Program E+. The Employment Retention Mentors will provide support to young people and employers and work towards maintaining the employment of the young person. They will answer calls on the hotline and provide intensive face to face support when necessary.

MAIN DUTIES/RESPONSIBILITIES:

- Take call from hot line from young people and employers.
- Provide intensive practical support to young people to maintain their employment.
- Provide support to employers that are having issues with young employees.
- Identify barriers that are impacting on the young person's ability to maintain employment and identify strategies to overcome these.
- Promote E+ to the wider community.
- Refer clients to other supports as required.
- Assist young people that may fall out of employment to find new employment.
- Develop a Moving on Plan in conjunction with the young person.
- 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.
- Participate in program evaluation and continual improvement activities.
- Maintain the appropriate level of case management services and contact with client that satisfies the expectations of the client and the service delivery model.
- Maintain records of contacts and other activities in IMPACT's data collection system (electronic and paper based as required).
- Maintain knowledge of and be able to source support services to address clients' barriers and education/community participation needs.

CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)

Essential

- Relevant life experience and/or demonstrated understanding of the barriers to maintaining employment.
- Genuine interest in working with youth.
- Demonstrated administration and computer skills with proficiency in Information Communications Technology (ICT)
- 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 clients, use active listening and questioning techniques to identify goals, strengths and obstacles to life and encourage community participation.
- Ability to work collaboratively with a client (and relevant stakeholders e.g. family/carer, employer) 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).
- Ability to implement crisis support strategies.
- Ability to develop and maintain productive networks with employers and local community organisations.
- Willingness to participate in on-going professional development.
- Driving will also be involved in the role for effective quality customer service engagement.
- Solutions focused.

Desirable

- Qualification (certificate/Diploma) in relevant field e.g. Youth, Employment Services, Community Services or Counselling.
- Experience in effectively dealing with clients in difficult situations.
- Understanding of the Australian Industrial Relations System and related legislation and Human Resources management.
- Experience in Employment Services or Career Guidance.
- Experience in telephone counselling situations.

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).

