

# IMPACT Community Services

## Position Description



**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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| <b>Approval Date:</b> | 19/02/2018   | <b>Version:</b> | 2018.02.19 |
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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:

- Promote Employment First Aid to businesses, youth and the wider community to generate leads.
- Take hot line calls from young people and employers.
- Follow up leads and sign up eligible employers and eligible young people.
- Provide intensive practical support to eligible young people to maintain their employment.
- Provide support to eligible employers who 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.
- Maintain knowledge of and be able to source support services to address clients' barriers and education/community participation needs. 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 the appropriate level of case management services and contact with clients that satisfy the expectations of the client and the service delivery model.
- Maintain a level of contract and operational knowledge that is conducive to satisfying contractual requirements at all times.
- Maintain records of contacts and other activities in IMPACT's data collection system (electronic and paper based as required).
- Contribute to regular team meetings that strive to identify work priorities and areas for improvement. Participate actively in program evaluation and continual improvement activities.
- Participate in organisational evaluations and completing organisational forms as requested.
- Take reasonable care for personal health and safety in the workplace and that of others.
- Other duties (within experience and qualifications) as required.

## CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)

### *Essential*

- Proven experience and success in business engagement, sales and marketing, sales account management, reverse marketing, cold calling target groups, or similar type activities.
- Proven experience in community engagement and inter-agency networking, to develop and maintain productive networks with local community organisations.
- Demonstrated experience and success with client sign ups to meet KPIs.
- Genuine interest in working with mentoring youth, and relevant life experience and/or demonstrated understanding of the barriers to maintaining employment.



- Excellent communication skills including ability to quickly create rapport, negotiation, advocacy, conflict resolution and assessment skills.
- Ability to work collaboratively with a client and relevant stakeholders (e.g. family/carer or 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 implement crisis support strategies.
- Ability to set priorities and to proactively achieve outcomes in a performance driven environment.
- Ability to maintain accurate records (electronic and paper-based) and to understand and implement contract requirements and guidelines.
- Demonstrated administration and computer skills with proficiency in Information Communications Technology (ICT).
- Willingness to participate in on-going professional development.
- Queensland Driver's Licence / C Class is essential

*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).

Acknowledgement

I have received, reviewed and fully understand the position description for Employment Retention Mentor – Empowering Youth - Employment First Aid. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

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PRINTED NAME  
/ / 2018  
\_\_\_\_\_  
DATE

\_\_\_\_\_  
SIGNATURE

