

# IMPACT Community Services

## Position Description



**JOB CODE:** 04.024.03  
**JOB TITLE:** JOBHelp Mentor  
**PROGRAM/SECTION:** WORKFit  
**REPORTS TO:** Manager WORKFit  
**AWARD:** Labour Market Assistance Industry Award 2020  
**CLASSIFICATION:** Employment Services Officer Grade 1-2  
**PROBATIONARY PERIOD:** 6 months (monthly reviews undertaken during this period)

<b>Approval Date:</b>	07022022	<b>Version:</b>	20221209
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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.

#### What is our vision?

Improving lives

#### 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?

**Build trust in relationships** – Cultivate habits that build positive interactions and experiences with others

**Empower others** – Walk beside someone as they increase their autonomy, self-determination and decision-making capacity

**Be compassionate** – Strive to show kindness and a willingness to support others both in our organisation and in the communities in which we live

**Celebrate uniqueness** – Create a place that is built on dignity and respect and where everyone is welcome

**Work together** – Leverage collective genius to find new ways to think big, experiment and solve shared problems

**Create positive impact** – Use our commitment and drive to energise, engage and inspire others to achieve our shared vision

**Strive for excellence** – Pursue continuous growth, high performance and improvement

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### OVERVIEW:

The JOBHelp Mentor provides one on one ad-hoc and intensive support to Cashless Debit Card (CDC) clients to assist with gaining employment and to assist clients at risk of quitting work employment retention.

WORKFit comprises of 4 programs each designed to operate as individual programs but once combined create a continuum of supports from developing employability skills through to securing employment. Depending on their level of need, clients enter the program at a stage that best suits their circumstances.

WORKFit's 4 stages include:

1. Accelerate: support developing the resilience and frame of mind to be able to work; this is especially important for clients out of the workforce for an extended period of time
2. JOBGym: support to gain and practice relevant skills and qualifications
3. JOBFit: using sophisticated software to match a client's skills and experiences to local employment opportunities
4. JOBHelp: provides support to develop personal strategies to gain and maintain employment

IMPACT is a Child Safe Organisation and is committed to the safety and wellbeing of children and young people. All employees of IMPACT must follow the National Principles for Child Safe Organisations and all of IMPACT's internal policies and procedures in relation to safeguarding a child or young person.

### MAIN DUTIES/RESPONSIBILITIES:

- Promote WORKFit - JOBHelp to businesses, employment providers and the wider community to generate leads.
- Answer and respond to calls received about WORKFit - JOBHelp
- Follow up leads and sign-up eligible clients into WORKFit - JOBHelp.
- Work cohesively with all Employment Service Providers to support eligible clients to achieve ongoing sustainable employment to achieve program KPIs
- Provide intensive practical support to eligible clients to maintain their employment
- Provide support to employers who are having issues with eligible clients
- Identify barriers that are impacting on the client's ability to gain and 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.
- Attend local community network meetings.
- Assist clients at risk of falling out of employment, to find new employment by updating resumes and actively assisting with job search by staying familiar with the local labour market opportunities.
- Develop a Support Plan in conjunction with the client.
- Maintain the appropriate level of case management services and contact with clients that satisfy the expectations of the client and the service delivery model.
- Monitor the client's journey in the program, exiting those who can successfully sustain their employment independently.
- Maintain contact with clients by using a variety of different communication channels – telephone, email, text message, social media, face to face, and any other which is the clients preferred method of communication.
- Maintain a level of contract and operational knowledge that is conducive to satisfying contractual requirements.

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- Maintain records of contacts and other activities.
- Regularly gather information which contributes to the collation of good news stories used in the wider promotion of the program.
- Write blogs for social media/website to support program marketing
- 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 as required, taking into consideration the experience and qualifications of the staff member and the level of the position, and including assisting with activities which are beneficial to the wider organization. Where Higher Duties apply the relevant Award will be followed.

### **CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)**

#### *Essential*

##### Proven experience:

- success in business engagement, sales and marketing, sales account management, reverse marketing, cold calling target groups, or similar type activities.
- 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.
- administration and computer skills with proficiency in Information Communications Technology (ICT)
- Genuine interest in working with mentoring, 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.
- implement crisis support strategies
- set priorities and to proactively achieve outcomes in a performance driven environment.
- maintain accurate records (electronic and paper-based) and to understand and implement contract requirements and guidelines.
- Willingness to participate in on-going professional development.

#### *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.
- Employment Services or Career Guidance.
- telephone counselling situations.

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## 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
- This is an NDIS Risk Assessed Role and therefore this position must obtain and hold a Possession of, or willingness to obtain an NDIS Worker Screening Card and Working with Children (Blue Card). There may be a requirement to also obtain a National Police Check (AFP).
- COVID-19 Vaccination (prescribed number of doses)

## Acknowledgement

I have received, reviewed and fully understand the position description for Employment Retention Mentor. 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

\_\_\_\_\_  
SIGNATURE

/ /  
\_\_\_\_\_  
DATE