

# IMPACT Community Services Position Description



**JOB CODE:** 04.024.05  
**JOB TITLE:** Adaptable Mentor  
**PROGRAM/SECTION:** WORKFit  
**REPORTS TO:** Manager WORKFit  
**AWARD:** Labour Market Assistance Industry Award 2020  
**CLASSIFICATION:** Employment Services Officer, Grade 2  
**PROBATIONARY PERIOD:** 6 months (monthly reviews undertaken during this period)

<b>Approval Date:</b>	07022022	<b>Version:</b>	20230629
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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 Adaptable Mentor supports clients identify occupational and personal strengths, skills, interests, work preferences, values, lifestyle needs, job satisfiers and motivators, in order to plan for future vocational goals during times of change.

The program also assists participants to understand the various types of emotional reactions they may experience during this time and strategies for managing these reactions effectively. Adaptable is one of the programs under the WORKFit suite of programs.

WORKFit comprises four 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. Adaptable: 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. JOBScan: using sophisticated software to match a client's skills and experiences to local employment opportunities
4. JOBHelp: provides support to develop personal strategies to 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.

The position of Adaptable Mentor cannot be achieved from home and must be performed in the workplace.

### MAIN DUTIES/RESPONSIBILITIES:

- Delivery of a bespoke Resilience training package to support clients get in the right frame of mind for looking for work
- Promotion of Adaptable to local employment services (Bundaberg and Hervey Bay) to assist with recruiting clients in Adaptable
- Complete recruitment paperwork and enrol in Adaptable
- To provide one on one and group resilience building sessions to support clients develop the skills to look for and secure employment
- Support clients to:
  - access face to face and digital resilience building materials
  - support clients develop the mental resilience to actively look for employment
  - understand the challenges starting a new role
  - identify strengths, needs and skills to match with the right opportunity
  - emotions felt while jobseeking
- Support clients maintain engagement to complete the 3-week program. Clients attend Adaptable for 3 weeks and attend 2 x 3 hour group sessions each week. Participants then connect with the coach up to 3 hours a week to work on and implement personal resilience strategies to support their jobsearch activities.
- Support and monitor clients accessing digital supports through Go1.
  - Where appropriate refer to WORKFit's other service streams
  - Maintain:
    - contact with clients to establish if they have been able to secure employment

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- 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.
- a level of contract and operational knowledge that is conducive to satisfying contractual requirements.
- records of contacts and Adaptable activities
- Completion of all relevant reports for submission to the Department of Social Services
- Highlight good new stories to IMPACT's MarComms department
- 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*

- Relevant qualification and proven experience delivering mentoring, coaching or counselling activities with
- Proven experience in community engagement and inter-agency networking, to develop and maintain productive networks with local community organisations.
- Genuine interest in working with mentoring, and relevant life experience and/or demonstrated understanding of the barriers to maintaining employment
- Willingness to:
  - learn the Adaptable course methodology
  - participate in on-going professional development
- Excellent communication skills including ability to quickly create rapport, negotiation, advocacy, conflict resolution and assessment skills
- Ability to:
  - 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
- Demonstrated administration and computer skills with proficiency in Information Communications Technology (ICT).

#### *Desirable*

- 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).

### Acknowledgement

I have received, reviewed and fully understand the position description for Adaptable 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.

\_\_\_\_\_  
PRINTED NAME

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE