IMPACT Community Services
108 Bargara Rd, Bundaberg East QLD 4670
P: 07 4153 4233 **Free:** 1800 179 233
E: hr@impact.org.au

POSITION DESCRIPTION

At IMPACT Community Services, our vision is Improving lives, and our mission is to build a caring, inclusive community by creating opportunities that empower individuals and promote meaningful participation. This role supports that mission through compassion, trust, and collaboration to create positive change. Guided by our pillars of Live, Grow, and Prosper, it helps stabilise life circumstances, foster personal growth, and support sustainable employment and social enterprise outcomes.

Position Title:	**Mentor**		
Position Overview:	The Mentor will, using a holistic approach, guide the client through their progression to employment by developing pre-employment skills through individual and group activities. This will include: • intensive case management • co-ordination of flexible and tailored activities • strategies for increasing skills, job search development • vocational assistance • career mentoring • coordinating work experience activities. Intensive case management will be tailored to each customer's needs. The Mentor will use the tools provided through the Department of Employment & Workplace Relations IT systems to support frequent contact through multiple communication channels including phone, email, text, social media, and face to face. (This position does not allow for working from home)		
Award:	Labour Market Assistance Industry Award 2020	**Classification:**	Employment Services Officer Grade 2
Department:	Workforce Australia	**Position Code:**	04.001.10
Accountable To:	Employment Services Manager	**Probationary Period:**	**6 Months** (Monthly reviews are conducted)

Impact Commitment Statement

Our staff actively contribute to IMPACT Community Services' vision, mission, values, and uphold our policies and procedures. In return, they experience the reward of making a real difference in the community, working within a supportive team culture, and benefiting from a strong commitment to learning, development, and meaningful employment benefits.

IMPACT Vision

Improving lives.

IMPACT Mission

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

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IMPACT Values

IMPACT Community Services culture is driven by the following values

- **Put Wellbeing First**
- **Build Trust in Relationships**
- **Empower Others**
- **Be Compassionate**
- **Celebrate Uniqueness**
- **Work Together**
- **Create Positive Impact**
- **Strive for Excellence**

Key Responsibilities

- Facilitation of small group pre-employment readiness sessions designed to increase a client's level of readiness for employment.
- Facilitation of resilience workshops with clients.
- Effective collaboration with the Recruitment Partner to identify specific needs from both employer and client to aid in the client's activity/training development.
- Discuss, implement, and develop work preparation activities to address the client's personal requirements in readiness for employment.
- Deliver effective support whilst clients are undertaking studies and training to increase sustainable completion of courses.
- Maintain:
    - the appropriate level of intensive case management services and contact with the client that satisfies the client's expectations, the Service Delivery Model, and the Department of Education, Skills and Employment
    - knowledge of and be able to source support services to address client's education, community and employment participation needs.
    - a level of contract and operational knowledge that is always conducive to satisfying contractual requirements.
- Contribute to regular team meetings that strive to identify work priorities and areas for improvement.
- Discussion and implementation of professional development during monthly reviews.
- Achieve monthly Key Performance Indicators
- Discussion and implementation of professional development during monthly reviews
- 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 organisation. Where Higher Duties apply the relevant Award will be followed.

Position Requirements

Essential qualifications, skills and experience

- Relevant life experience and/or demonstrated understanding of the barriers to education/employment experienced by customers on Income Support
- Demonstrated ability to work collaboratively with community service providers, community networks, employment services to achieve a successful outcome for the customer
- Current knowledge/ability to gain knowledge of employment services
- 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

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- Engage and influence clients, use active listening and questioning techniques to identify goals, strengths and obstacles to life and encourage community participation
- Monitor progress against plan, coach, and mentor clients to achieve goals
- Maintain accurate records (electronic) and to understand and implement contract requirements and guidelines)

Desirable qualifications, skills and experience

- Qualification in relevant field e.g. Employment or Community Services

Child Safe Organisation

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 and Queensland Principles for Child Safe Organisations and all of IMPACT's internal policies and procedures in relation to safeguarding a child or young person.

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 position must hold a possession of, or willingness to obtain, a QLD Working with Children clearance (Blue Card).
- National Police Check (AFP)

Employee Acknowledgement

I have received, reviewed, and fully understand the position description for this role. I further acknowledge that I am responsible for the satisfactory execution of the essential functions outlined therein, under any and all conditions as described.

Employee Name:	
Date:	
Signature:	