

# IMPACT Community Services

## Position Description



**JOB CODE:** 04.024.07  
**JOB TITLE:** WORKFit Mentor  
**PROGRAM/SECTION:** WORKFit  
**REPORTS TO:** Manager  
**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>	30042024	<b>Version:</b>	20240430
<b>File path:</b>	<a href="#">Sharepoint</a>		

### 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 WORKFit Mentor:

- Supports jobseekers to develop new and transferable skills to assist them secure employment.
- Leads one-on-one and group sessions to build the employability skills of jobseekers with a focus on digital literacy using the GO1 library.

The WORKFit Mentor is part of the WORKFit program which provides a range of supports from developing employability skills through to securing and maintaining employment.

### MAIN DUTIES/RESPONSIBILITIES:

#### Stakeholder engagement

- Participate in marketing within the community to assist with the generation of referrals
- Liaise with internal and external stakeholders
- Recruit eligible jobseekers and enrol them as clients into the JOBGym program

#### Client support

- Deliver effective support to clients to assist with their learning goals
- Develop effective relationships with clients to help improve their self-esteem and motivation
- Discuss, implement, and develop training activities to address the jobseeker's requirements in readiness for employment
- Monitor software usage to ensure clients are using the Go1 library and progressing with development activities

#### Training

- Develop programs for one-on-one and group sessions that are appealing and appropriate for clients
- Facilitate sessions with small groups of clients to develop their soft employment skills
- Support clients to:
  - develop a plan to acquire skills towards their employability goals
  - navigate the Go1 online learning platform

#### Program outcomes and reporting

- Record trends in skills acquisition
- Highlight good new stories
- Provide case management services and the appropriate level of contact with clients
- Perform administrative, reporting and evaluation functions
- Achieve monthly JOBGym Key Performance Indicators
- 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 organisation. Where Higher Duties apply the relevant Award will be followed.

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

#### Essential

- Current experience in the Community Services Sector
- Demonstrated experience in identifying and implementing strategies to assist clients to identify goals, strengths and/or obstacles to participation in employment and/or the community
- Relevant lived experience and/or demonstrated understanding of the barriers to employment
- Current knowledge, or ability to gain knowledge, of local labour market conditions and opportunities
- Ability to develop and maintain networks with employers and local community organisations
- Track record in:
  - planning, developing and delivering training programs to jobseekers
  - delivery of non-vocational training in a group environment
  - maintaining accurate electronic records for contract or compliance requirements
- Sound written and verbal skills
- Demonstrated computer skills with proficiency in Microsoft Office applications
- Excellent digital literacy with a specific focus on digital learning
- Ability to:
  - set priorities and achieve outcomes in a performance driven environment
  - engage and influence people through developing effective working relationships
  - work collaboratively with to develop a tailored plan to achieve the desired outcomes

#### Desirable

- Qualifications in a related field eg, Youth, Counselling, Community Services or Counselling
- Experience in:
  - effectively dealing with clients in difficult situations
  - providing employment services and/or career guidance

### 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 WORKFit 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