



POSITION TITLE:	Volunteer Mentor – Everybody’s Business Program
EMPLOYER:	North Melbourne Language & Learning Inc. (NMLL)
LOCATION:	Ground Floor 33 Alfred St, North Melbourne 3051
RESPONSIBLE TO:	Committee of Management, NMLL
REPORTS TO:	Microbusiness Project Worker
CONDITIONS:	As per Volunteer Handbook
DAYS:	Negotiable
PERIOD:	Ongoing for at least 6 months
ORGANISATION RELATIONSHIPS:	
Internal:	NMLL Staff
External:	NMLL Students, Program Participants, Other Volunteers, Training Providers

POSITION CONTEXT

North Melbourne Language & Learning Inc. (NMLL) operates in a diverse and dynamic community on the North Melbourne housing estate, delivering learning opportunities with an emphasis on community connectedness.

NMLL is a not-for-profit Neighbourhood House and Learn Local Registered Training Organisation located in the City of Melbourne Council area. NMLL offers a friendly and welcoming work environment.

NMLL believes that Volunteers have a valuable contribution to make to the community. NMLL Volunteers are an invaluable resource which enhances the existing work of NMLL and allows NMLL greater outreach into the community.

POSITION OBJECTIVES and PURPOSE

The role of the Volunteer Mentor – Everybody’s Business Program – is to give support and advice in the context of product and business development for participants of the NMLL microbusiness course.

The Everybody's Business project offers refugee, asylum seeker and migrant background women the opportunity to develop the skills and knowledge needed to start a microbusiness in Australia. The program provides pre-accredited training and mentoring to assist women to utilise their existing knowledge and skills and develop / refine a microbusiness plan.

This role will receive ongoing support from NMLL/ Everybody’s Business project coordinator.

KEY RESPONSIBILITIES AND DUTIES

Support and advise through different stages of product / business development process, including:

1. Business plan development
2. Time management skills: goal setting, planning, self-motivation and life-balance skills
3. Sales and marketing skills: understanding the concept of marketing and product selling strategies (how to sell and to whom)
4. Financial know-how: management of business finance, understanding of business banking systems and liaising with financial institutions
5. Administration skills: record keeping, filing, database, computer skills, phone conversation skills
6. People skills: customer services, leadership, good communication, public relations
7. Support with access to networks and information relevant to the woman's interest via mentor's professional experience
8. Share skills, insight and professional knowledge to assist in the development of project participants' business skills
9. Liaising with project worker and commitment to participate in induction training and supervision.

KEY SELECTION CRITERIA

1. Ability to attend weekly/fortnightly meetings for one/two hours with mentees for a minimum of six months
2. Commitment to work in an environment with people who are experiencing disadvantage relating to language difficulties, economic, educational and/or physical or intellectual disability
3. Excellent communication and interpersonal skills, and patience to persist with possible challenges
4. Ability and willingness to work with and relate to people from Culturally and Linguistically Diverse (CALD) backgrounds
5. Ability to attend review sessions with supervising Project Worker every 3 - 4 weeks
6. Business knowledge and/or experience
7. Business development and management skills
8. Able to work independently and as part of a team
9. Finance/marketing knowledge and/or experience
10. Flexibility, creativity and an enthusiasm to contribute to positive change in people's lives
11. Contributing positively to the work environment as a volunteer in a small not-for-profit organisation
12. Ability to attend two hour induction and review at the end of the program.

CONDITIONS OF VOLUNTEER PLACEMENT

As outlined in the NMLL Volunteer Handbook.

All NMLL Volunteers (with the exception of in-class Volunteer Tutors) are subject to a 3 month trial period.