

Position Description

Position details

Position Title:	Ucan2 Project Worker	Reports to:	Business Partnerships Coordinator
Team:	Education and Early Years Team	Location:	Brunswick
Classification:	Level 4	Status:	Part time, Fixed term until July 2020

The Organisation

The Victorian Foundation for Survivors of Torture Inc. (VFST), also known as Foundation House, provides services to advance the health, wellbeing and human rights of people from refugee backgrounds who have experienced torture or other traumatic events.

Established in Melbourne in 1987, Foundation House is non-denominational, politically neutral and non-aligned. It is constituted as a not-for-profit organisation managed by an elected Board of Management and is funded by the Commonwealth and Victorian Governments, philanthropic organisations and donations from private individuals.

Foundation House is a state-wide agency offering services in metropolitan, regional and rural areas. Offices are in Brunswick (head office), Dallas, Dandenong, Ringwood and Sunshine and services are also provided in partnership with other agencies in Ballarat, Bendigo, Geelong, Mildura, Shepparton, Swan Hill and the Latrobe Valley. With approximately 200 staff the organisation:

- Provides services to clients in the form of counselling, advocacy, family support, group work and complementary therapies
- Works with client communities and the sectors they interact with
- Offers professional and organisational development
- Advocates to governments for improvements to policies and programs
- Conducts and contributes to research

Working with approximately 5,000 clients a year a trauma recovery informed service model guides the integrated organisational structure with the following program areas:

- Direct (Client) Services
- Practice Development & Learning
- Community and Sector Development
- Human Resources and Operations

Foundation House is committed to promoting and protecting the interests and safety of children and this is reflected in our organisational policies, protocols and staff development.

Mission

To advance the health, wellbeing and human rights of people from refugee backgrounds who have experienced torture or other traumatic events.

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Team Summary

The Sector Development and Partnerships team encompasses a range of programs that build the capacity of the health, education and community sectors in their work with people of refugee backgrounds. The Sector Development and Partnership team works in partnership with refugee communities and the service providers and systems supporting them. The Sector Development and Partnership team comprises six programs;

- School Support Program
- Victorian Refugee Health Network
- Professional & Organisational Development
- Rural & Regional Services
- Early Years
- Ucan2

Ucan2 is a 16 week program currently established in English Language Schools and Centres, Adult Multicultural Education Programs (AMEP), TAFE ESL programs and secondary school contexts. The Ucan2 program facilitates and supports the social inclusion of newly arrived young people of refugee background aged 16 to 25 years, with disrupted education.

Position Summary

The Ucan2 Project Worker provides administrative support, data collection and supports and implements the Business Partnership programs of mentoring, work experience and casual employment and is integral to supporting the Ucan2 program, The role includes engaging with participants of the Ucan2 program and our corporate program partners. These programs are delivered across metropolitan Melbourne. The components of the role include the following:

- Build and maintain ongoing professional and supportive relationships with Ucan2 participants and facilitators, mentors, employers and stakeholders.
- Coordinate and deliver efficient and professional presentations to Ucan2 groups and mentors, monitoring work experience placements and mentoring relationships.
- Work collaboratively and independently with the Business Partnerships team, Ucan2 facilitators and a range of key stakeholders both internally and externally.

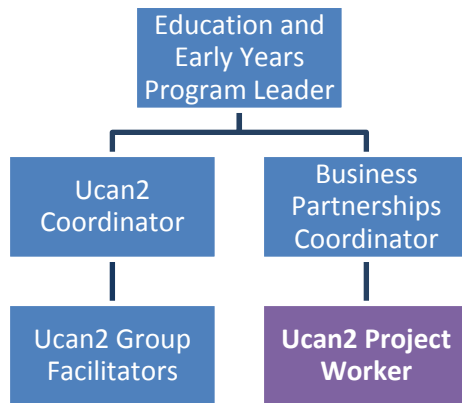
Scope & Dimensions:

Budgets: Nil

Number of staff: nil

Reporting lines:

Position Description



Key Responsibilities

Key Responsibility
<p><u>Ucan2 Work Experience</u> Implement the Work Experience component of the program maintaining professional communication and relationships to maximise opportunities for Ucan2 participants</p> <ul style="list-style-type: none"> • Deliver work experience information sessions to groups of Ucan2 participants • Build and maintain positive and professional ongoing relationships with participants, employers, stakeholders and the Ucan2 team • Coordinate and facilitate work experience meetings, fulfilling legal requirements by ensuring all relevant documentation is provided • Confirm work experience placements with employers and undertake associated administrative tasks • Travel to work experience sites across metropolitan Melbourne to facilitate work experience • Effectively communicate with Ucan2 participants to support attendance at meet & greets with store managers • Update and maintain employer data base and fulfil client data requirements
<p><u>Ucan2 Mentoring</u> Support and assist the Business Partnerships Coordinator ensuring the smooth and effective running of the Ucan2 Mentoring program.</p> <ul style="list-style-type: none"> • Assist with advertising and liaise with external stakeholders to ensure effective recruitment of program mentors from identified corporate businesses • Provide assistance to Business Partnerships Coordinator to deliver information sessions to Business Partners and mentors • Source and interview identified Ucan2 participants for inclusion with the mentoring program • Build, maintain and encourage engagement and ongoing relationship building between mentors and participants, including coordinating and attending group social events on weekends as required • Work collaboratively with and provide regular program updates with broader Ucan2 team • Update and maintain relevant data collection requirements for the Mentoring program
<p><u>Ucan2 Casual Employment</u> Support the recruitment of appropriate Ucan2 participants for casual employment with our business partners maintaining professional communication and relationships.</p>

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<ul style="list-style-type: none">• Collaborate and work effectively with Business Partnerships Coordinator to ensure recruitment timelines and deadlines are met• Deliver workplace safety and induction training to participants and attend worksite visits with participants as required• Provide support and effective communication with candidates throughout recruitment process
<p><u>Administration</u></p> <p>Provide effective administration support to the Business Partnerships Coordinator and the broader Ucan2 team to enable the smooth running of the work experience, mentoring and casual components of the Ucan2 program.</p> <ul style="list-style-type: none">• Work closely and collaboratively with all teams across Sector Development and Partnerships and Foundation House• Maintain effective communication between the Business Partnerships Coordinator, team members and Ucan2 young people• Maintain accurate and up to date databases, files and records and fulfil data collection requirements• Participate in relevant team and Agency meetings• Organise room set up for functions including catering• Book cars and coordinate and attend a range of offsite meetings and events
<p><u>Relationship Building</u></p> <p>Provide positive working relationships with key stakeholders who may include business partners, internal stakeholders, young people and key employers</p> <ul style="list-style-type: none">• Work closely and build positive relationships with the Ucan2 facilitators and team• Build and maintain positive partnerships with employers to facilitate work experience, mentoring and casual Christmas recruitment
<p><u>OHS</u></p> <p>Actively contribute to health and safety at Foundation House by being aware of safety policies and procedures and consciously applying these every day to ensure the health and safety of our workplace.</p>

Personal Qualities

The Ucan2 Project Worker is well organized with the ability to multitask and is able to maintain professional relationships with key stakeholders. The ability to work in a small team is important, operating autonomously when required to ensure the timely completion of tasks. The Ucan2 Project Worker will be a great communicator with a commitment to human rights and social justice.

Selection Criteria

Qualifications

- Business/administrative tertiary qualifications are desirable

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Skills, Knowledge & Experience (Required)

- Previous experience working in a team. Well-developed verbal and written communication skills with the ability to communicate effectively with key stakeholders, both internally and externally.
- Previous experience in stakeholder management, and the proven ability to influence and maintain effective relationships.
- Ability to be able to work autonomously and solve problems in a timely manner.
- Strong organisational and time management skills with the ability to prioritise and meet deadlines
- Ability to be sensitive and understand the needs of people from diverse backgrounds including refugee experiences.
- Intermediate to advanced knowledge and competency in Microsoft Office programs.

Desirable

- Experience working in the corporate sector will be highly regarded, as it will support the current partnerships.
- Capacity to deliver and facilitate information when required to groups of young people, employers and mentors.
- Experience working in the community sector.
- Experience in organising events.
- Understanding/experience of the education/business sector.

Conditions of employment

- A satisfactory police check, WWC will be required of the successful applicant.
- The position is in accordance with the Victorian Foundation for the Survivors of Torture Enterprise Agreement.
- This position will require travel between sites and therefore the successful applicant must hold a current drivers licence.

Approval and Acknowledgement

Date PD last updated:	10/01/2019
PD Approved by:	Program Leader, Education and Early years
Date of approval:	10/01/2019