

Position Description



Wesley Employment and Training



Opportunity Pathways Employment Coach

Agreement

Signed – Manager

Signed – Employee

Date

Date



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This position description should be read in conjunction with the Mission's Policy and Procedures, Chart of Delegations, Organisation Chart and appropriate standards and regulations which are applicable to the operations.

Employment Coach

Opportunity Pathways

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unflinching integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

2. Overview of Wesley Opportunity Pathways

Wesley Opportunity Pathways has been contracted by the Department of Family and Community Services (FACS). Wesley Opportunity Pathways delivers on behalf of FACS the Opportunity Pathways Program to social housing clients in selected FACS districts. All services, management and reporting will be in accordance with Program Funding Agreement. The Opportunity Pathways program objectives are to:

- assist participants to gain, retain or increase employment, by accessing supports and practical assistance, and by participating in activities, training and work opportunities; and
- encourage and support participants to positively exit social housing or Rent Choice subsidies to full housing independence, to reduce their reliance on government assistance, where appropriate.

The key intended outcomes are as follows:

- **Economic:** participants achieve and are engaged in employment in a field or industry identified in an agreed plan;
- **Education and Skills:** participants have improved skills through training or education and improved work readiness;
- **Empowerment:** participants improve their confidence, increased self-esteem and hope for the future;
- **Social and Community:** participants are role models for a working lifestyle to family and peers;
- **Health:** participants have improved physical and mental health; and wellbeing; and
- **Home:** participants achieve housing independence, where appropriate.



Opportunity Pathways is designed for social housing tenants and their household members, approved social housing applicants and Rent Choice subsidy recipients who aspire and have the capacity to, with the appropriate support, find or increase employment.

Priority Clients for Opportunity Pathways

The following are considered priority participants for the program:

- public housing or Aboriginal housing tenants (tenancies managed by Us) who:
 - are on a two-year lease – the intention is to engage them in Opportunity Pathways to support them to exit the lease in the two - year timeframe;
 - are due for a lease review of a two or five year lease - the intention is to engage them in Opportunity Pathways to work towards exiting within the timeframe of their new lease;
 - have a household member on Youth Allowance – the intention is to support young people to engage in employment and exit social housing, thereby reducing intergenerational disadvantage; or
 - have children in the household over eight years old (this means the household will lose Family Tax Benefit and therefore may be more motivated to engage in employment);
- community housing tenants – priority participants are to be agreed with CHPs and ACHPS;
- Rent Choice subsidy recipients – the intention is to reduce tenants requiring continued assistance after the expiry of the subsidy; and trial participants within the specified locations. Participants that form part of the Trial component as set out in Services point Register.

3. Overview of role

As a qualified and experienced Employment Coach, you will provide intensive “wrap around” case management support to participants under our Opportunity Pathways Program.

This role will require you engage and work in tandem with our Program Manager and Wesley Allied Health, Training and Employment teams. The Employment Coach will coordinate and facilitate the development and delivery of personalised training and employment support services to program participants.

In this role you will require resilience, a professional attitude and an ability to handle multiple demands. This role will require you to work closely and practically support your clients in social housing to overcome barriers and disadvantage leading to engagement in meaningful paid employment.

Services delivery core components;-

- Participants, recruitment, referral and assessment.
- Person-centred Training, Employment and Housing Plan (TEHP)
- Active Case Management
- Pre-employment preparation
- Employment support
- Post-employment support
- Housing independence support
- Working with Rent Choice clients
- Discrete trial linked to accommodation

4. Relationships

Reports to: Programs Manager.

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5. Major role responsibilities

5.1 Our clients

- Through the Opportunity Pathways Program support social housing clients to access training and employment opportunities in a range of industry sectors.
- Actively remove barriers and disincentives faced by social housing clients in gaining training and employment experience.
- Develop and strengthen the capacity of social housing clients to engage in paid employment.
- Develop and strengthen the confidence and independence of social housing clients.
- Provide expert guidance in the assessment and selection of social housing clients to participate in the program.
- Engage with and refer unsuccessful applicants to other support services in a manner which supports the applicant's motivation to engage in education and employment.
- Promote, support and contribute to the development of Training and Assessment Strategies that reflect likely participant learning support needs.
- Provide expert guidance and assistance in the identifying participant needs for inclusion within their TEPH.
- Develop a participant support plan and wrap around services plan to be included in the participant's individual TEPH.
- Identify and provide opportunities for individualised support using allocated brokerage funds.
- Contact participants regularly to provide encouragement and support along with confirming that planned training and employment seeking activities remain relevant to the participant's needs.
- Work with participants to identify and respond to emerging personal, family or social issues which may impact on the participant's ability to participate and complete the Opportunity Pathways program.
- Mentor participants in pursuing further education or career opportunities.
- Actively champion the programs participants, through advocacy to local Job Active providers and employers.
- Provide material and input for Opportunity Pathways Facebook Page.

5.1.1 Performance Measures

- Social housing clients are assessed for participation in accordance with agreed assessment and selections procedures.
- Social housing clients who are not selected are referred to appropriate services immediately after assessment.
- Participation in initial assessment and interview processes. Personal Wellbeing Index created for all participants
- Contribution to the development of individual TEPH including the identification of appropriate wrap around services to support the participant through the program.
- All program participants have training and wrap around services in place to support program completion.
- All program participants are contacted regularly, to ensure continuous support and encouragement.
- Monthly reporting of participant progress and emerging issues.
- Employment outcomes of 13 and 26 weeks
- Number of participants;
 - a) Completing training or education
 - b) Completing work experience



c) Undertaking volunteer work

- Employment experiences are negotiated and in place for all program participants

5.2 Our people

- participate in professional supervision programs
- contribute to a team culture of inspiration and passion for Wesley Mission
- promote adherence to Wesley Mission brand by all members of the team
- monitor and manage allocation of activities and resources to support delivery of Wesley Opportunity Pathways Program Business Plan
- ensure all Human Resource (HR) policies and procedures are personally understood and adhered to, and seek consultation with the HR department as required
- contribute and commit to developing KPI's for both the Opportunity Pathways program and individually.
- participate and support the development of a documented and activated Employee Contribution and Development Plan.
- identify and promote service development and delivery improvement opportunities
- regularly report to your manager on program activities and emerging issues including resourcing needs, program performance, participant progress, success stories, leave, Work, Health & Safety issues
- identify and recommend opportunities to increase program satisfaction
- attend all internal and external scheduled meetings.

5.2.1 Performance Measures

- Documented participation in professional supervision programs.
- An active Employee Contribution and Development Plan in place.
- Provision of reports as required

5.3 Our operations

- reflect on, review and identify opportunities to improve Opportunity Pathways program operational performance and client outcomes;
- ensure promotional and program materials used with Opportunity Pathways meets contractual obligations to acknowledge FACS oversight and funding;
- be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates

5.3.1 Performance Measures

- Promotional and program material reflects FACS and Wesley Mission requirements.
- Continuous improvement opportunities are recorded and followed up.
- Sustainable employment outcomes at 13 and 26 weeks

5.4 Our financials

- identify and document effective brokerage goods and services;
- where feasible and effective, use Wesley Mission preferred suppliers and vendors;
- develop and manage individual brokerage budgets;
- monitor and review the effectiveness of brokered support goods or services;
- ensure brokerage assets which can be reused by multiple participants at different points in time are maintained and returned to the program after assigned use is completed.
- Effectively manage and monitor brokerage account

5.4.1 Performance Measures

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- individual brokerage items and expenditures are identified and recorded using Wesley Mission financial management systems.
- budget reports are provided to FACS at monthly intervals.
- monthly budget performance KPI's are met

6. Professional responsibilities

- as directed, other activities to support the delivery of the Wesley Opportunity Pathways, Program Business Plan and Wesley Mission Strategic Plan
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons you encounter, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- participate on a quarterly basis in Wesley Mission's Employee contribution and development process
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained always
- maintain confidentiality and security of information at all times

7. Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values;
- ability to engage and inspire participants through a supportive, collaborative and empowering professional approach;
- demonstrated ability to work unsupervised as well as being able to positively and effectively contribute to the Opportunity Pathways Program team and Wesley Mission;
- engages and works well with a range of people using tailored communication and listening skills;
- ability to apply culturally aware and appropriate services to clients
- innovative and focussed in helping clients develop social and personal capacity to solve problems;
- confident professional with strong initiative and business acumen;
- prudent in deciding and allocating financial resources;
- display emotional maturity and resilience.

Essential skills/knowledge

- tertiary qualifications or experience in Employment and Training , Youth Work, Social Science, Human Services or equivalent Allied Health qualification;
- demonstrated experience in program development including using a positive, strengths based to assist people to overcome barriers and disadvantage;

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- demonstrated understanding of local communities, industries and employment markets;
- experience engaging and empowering members of disadvantaged communities;
- demonstrated experience in engaging and supporting clients to individually choose and progress along a pathway to employment;
- demonstrated experience in identifying and accessing Wesley Mission or community based support and employment services;
- demonstrated experiencing in mentoring and/or coaching clients to achieve personal education
- experience in working with culturally and linguistically diverse groups and individuals
- demonstrated experience in strongly advocating for clients to service providers and/or employers;
- demonstrable skills in conflict resolution, change management and financial management;
- excellent audience specific written and oral skills, public speaking and presentation capabilities;
- outstanding interpersonal skills, flexible, patient and ability to relate well to all levels of society that Wesley Mission interacts with;
- current driver's licence and willingness to drive throughout the region
- proficient computer skills in Microsoft Office and client management application

Desirable skills/knowledge

- strong understanding of environmental and social constraints and barriers faced by social housing clients;
- experience in the development and delivery of support services associated with pre-vocational and vocational training programs;
- the skills and knowledge to employ social media platforms to effectively promote programs along with the ability to appropriately manage and respond to feedback received through these platforms;

Note; This position will require the following mandatory checks;-

- Working with Children
- National Criminal Record