

| | | |
|---|-----------------------|--|
|  | Position Title | Breakthrough Mentoring Coordinator - West |
| | Reports to | Western Area Manager |
| | Role details | Part time 0.8 FTE (working days determined according to program needs and negotiation) Fixed Term 12 month contract SCHADS Level 4.1 |
| | Location | <ul style="list-style-type: none"> Youth Resource Centre, 86 Derrimut Rd, Hoppers Crossing Additional co-location within Wyndham LGA as determined by Area Manager |
| | Direct reports | Volunteers |
| | Date Approved | 16/02/21 |
| | Approved by | Director of Operations |

| | |
|---|--|
| Position Summary | <p>The Breakthrough Mentoring Coordinator - West is a member of the Western Programs Area and more broadly Victorian Programs. It is a newly created role and has the following key objectives:</p> <ul style="list-style-type: none"> Be an effective Whitelion team member and engage in building positive connections and pathways to work for young people at risk Support young people at risk by creating opportunities and delivering outcomes in-line with Whitelion's Service Blueprint outcome areas of safe & stable; learning & supportive networks; skills & growth; connection & independence, working directly with the service system and broader community Deliver Breakthrough Mentoring according to program, stakeholder and contractual obligations. This includes providing individualised support (case management and coordination) to young people at risk, matching and supporting mentor and mentee relationships, recruitment of volunteers and coordination of volunteer training, and business and community development with the view towards pathways to work outcomes Provide support to the Western Area Manager, Western Area Team and Whitelion more broadly through participation in activities and project input/coordination Community-based outreach is a component of the role, and will include co-location at other community organisations as required. Travel is a required part of this role, including some travel to and attendance at Whitelion's National Office in Carlton. |
| General Conditions of Employment | <p>The successful candidate must achieve a satisfactory Police Check and Working with Children Check prior to commencing in the role.</p> <p>Pre-employment checks may include a requirement for proof of identity, evidence and currency of qualifications, driver's licence, and other relevant personal documentation.</p> <p>Referee checks on at least two independent referees are mandatory and will be conducted prior to an offer of employment being made.</p> |

| | |
|--|---|
| | The relevant Award is the Social, Community, Home Care & Disability Services Award. |
|--|---|

Position Description

| Key result areas | Performance measures |
|---|--|
| Maintain workplace health, safety and individual wellbeing | <ul style="list-style-type: none"> • Take reasonable care for your own health and safety • Take reasonable care for the health and safety of others • Report any matters that may be a risk to the health and safety of yourself or others • Comply with any reasonable instructions, policies and procedure given to you by Whitelion including the Code of Conduct • Contribute to a child safe culture |
| To seek and coordinate referrals into Whitelion programs and deliver high quality and individualised care and support | <ul style="list-style-type: none"> • Work within the service system to seek and support referrals into Whitelion services • Engage with young people at risk via an intake process, to assess needs and develop and implement individual support plans supporting pathways to work outcomes. Ensure regular review of plans and effective exit planning • Engage family and community into any support planning where relevant and appropriate relevant • Work within a participatory framework that focuses on strengths over deficits • Risk assessments and safety planning are undertaken, documented and regularly reviewed • Document all activities and support provided and ensure maintenance of program databases • Respond to incidents according to organisational policy • Works with the Western Area Manager to ensure that all contractual obligations are met |
| Participation in community-based outreach activities | <ul style="list-style-type: none"> • Engage in regular community-based outreach and collaborative efforts with business, industry and community organisations • Active participation in co-location with key community organisations and stakeholders • Some after-hours work may be required |
| Stakeholder engagement and capacity building | <ul style="list-style-type: none"> • Leverage existing local networks and resources and source new relationships within the community (government, business, philanthropic) to create diverse and sustainable employment pathways and opportunities for young people • Liaise with and inform the service sector and broader community of Whitelion services, form alliances and identify partnership opportunities |

| | |
|---|--|
| | <ul style="list-style-type: none"> • Promote young people as assets within the local area and share and raise awareness about what young people and community are achieving together • Participate in networking, activities, events and meetings as required • Be an advocate for young people at risk and work as part of a network of providers in the service system and community more broadly • Promote young people's aspirations, contributions and expectations • Continuously seek opportunities for young people to participate in communities of choice • |
| Support and coordinate projects and activities as allocated by the Western Area Manager | <ul style="list-style-type: none"> • Active participation in the design, implementation and delivery of projects and activities • Ensure that projects and activities are delivered, documented and evaluated in accordance with service and organisation expectations • Explore service and program development opportunities with the Western Area Manager <p><i>**Please note that these are subject to review to meet area/organisation needs or priorities</i></p> |
| Volunteers | <ul style="list-style-type: none"> • Recruit, train, manage and provide supervision to community-based volunteers, with an emphasis on pathways to work outcomes for young people • Maintain up to date screening checks (ID, references, Crimchecks and WWCC) of volunteers managed • Build capacity within mentors to ensure a high-quality mentoring service is delivered |
| Ensure accurate and timely information management (data recording) | <ul style="list-style-type: none"> • Maintaining accurate and timely records of work undertaken, in the required information management systems (this includes but is not limited to incident reports, contact records and activity reports for stakeholders) • Maintain accurate and timely records of work undertaken with clients (this includes but is not limited to case notes, referral log, incident reports and evaluation data). |
| Evaluation and reporting | <ul style="list-style-type: none"> • Active participation in service evaluation through the use of case studies, surveys and youth participation opportunities • Report any incidents to Area Manager and record in Whitelion and external database/s according to organisational policy • Record data • Conduct monthly database audits as reportable to Area Manager • Prepare and submit reports as required |
| Supervision and professional development | <ul style="list-style-type: none"> • Actively participate in supervision with the Western Area Manager on a fortnightly (or as otherwise agreed) basis • Identify and engage in both formal and informal learning opportunities and ongoing professional development |

| | |
|--|--|
| | <ul style="list-style-type: none"> • Active participation in Whitelion working groups or committees, striving for organisational and professional development • In consultation with the Western Area Manager, create and undertake responsibilities as outlined in your Individual Work and Development Plan, and review on a quarterly basis |
| Skills & capabilities | Technical skills |
| <ul style="list-style-type: none"> • A tertiary qualification in youth work, social work, community development or other relevant discipline and/or demonstrated knowledge and experience (minimum two years) working with young people at risk who are experiencing complex circumstances • Ability to establish and maintain relationships with young people at risk, their families and their communities • Ability to identify opportunities for and with young people and support engagement into these • Have the necessary skills to manage and work with volunteers in the areas of recruitment, training, matching and supervision • Ability to work with young people at risk using a strengths-based approach • Well-developed understanding of how community and connection plays a part in young peoples' lives, and experience in engaging community in this way • Well-developed interpersonal, mediation and conflict resolution skills in order to build rapport and trust with various stakeholders • Well-developed written and verbal communication skills • Excellent organisational and time management skills • Ability to work effectively with minimal supervision and as part of a team • Ability to maintain and establish new networks • An excellent understanding of one's own self-care needs • Intermediate Microsoft Office skills (Word, Excel, PowerPoint and Outlook) | |
| Skills & capabilities | Behavioural capabilities |
| <p>Working together You are open to working closely with your teammates to help each other achieve quality outcomes, and to support each other's safety and wellbeing.</p> <p>Turn up, do your best You bring positivity, focus and energy to your work and get inspired by achieving quality outcomes in all parts of your role. You are resilient and see setbacks as opportunities for growth and development.</p> <p>Deliver on commitments You do what you say you are going to do. You can work independently, prioritise and manage multiple tasks and know how to speak up if you need help with delivering to agreed deadlines.</p> <p>You want everyone to belong You work hard to educate yourself on what it takes to create a truly inclusive culture, and you value the experiences and alternative views of those around you. You believe that diversity leads to success.</p> | |

Working at Whitelion

| | |
|--|---|
| Safe & inclusive culture where everyone can be themselves | <p>Whitelion acknowledges the Traditional Owners and Custodians of the land on which it is situated, and we pay respect to their Elders past, present and emerging. We acknowledge and respect the continuation of cultural, spiritual, and educational practices of Aboriginal and Torres Strait Islander Peoples across the nation.</p> <p>Whitelion commenced its Reflect Reconciliation Action Plan in 2020.</p> <p>We are passionate about creating a workplace that promotes and values diversity. We are therefore committed to providing a safe environment for all people, regardless of their age, culture, ability, gender, language, racial origin, religious belief and/ or sexual identity.</p> <p>Whitelion is committed to preventing any physical or psychological danger to children and young people who engage with our services. We do this by continuously reviewing and improving our workplace culture.</p> |
| Giving voice to young people | <p>Through Whitelion's Participatory Youth Framework and Youth Engagement Framework, and Youth Council we aim to promote the voice of young people at risk in our work, and on issues that are important to them.</p> |
| Wellbeing | <p>In addition to standard leave entitlements Whitelion staff enjoy two days wellbeing leave, and gifted leave between Christmas and New Year for eligible staff.</p> |
| Our work with young people | <p>Whitelion's vision is a world where no young person is left behind. Where all young people have the right to equitable opportunities to reach their potential.</p> <p>Our purpose is why we exist. We create positive connections and pathways to work for young people at risk.</p> <p>For Whitelion, young people at risk are those aged 14-25 who are highly vulnerable and high risk due to being impacted by the justice system, out of home care, homelessness, or complex and chronic disadvantage.</p> <p>The Whitelion Service Blueprint invites young people, staff, volunteers and supporters to create positive movement forward and impel each individual young person towards positive connections and pathways to work. We do this by working across four outcome areas</p> <ol style="list-style-type: none"> 1. Safe & stable 2. Learning & supportive networks 3. Skills & growth |

| | |
|--|---|
| | <p>4. Connection & independence</p> <p>The success of our work depends on the voice and lived experience of highly vulnerable, high risk young people; working with the systems that surround young people; and engaging the Whitelion community to provide opportunities.</p> |
| Whitelion values and behaviours | <ul style="list-style-type: none"> • We work together (Collaboration) • We turn up and do our best (Committed) • We deliver on commitments (Accountable) • We want everyone to belong (Inclusive) |
| Strategy 2023 | <p>People</p> <p>Our staff and volunteers are engaged and enabled to be their best in an inclusive and high performing environment.</p> <p>Programs</p> <p>Highly vulnerable young people experience improved connections and pathways to work.</p> <p>Supporters</p> <p>Our supporters and partners are integral to solutions for achieving impact and sustainability.</p> <p>Sustainability</p> <p>Financial sustainability is based on healthy reserves which can be used to reinvest in workforce capabilities, program innovation and systems improvement.</p> |