



Jobs Victoria Advocate - Position Description

Inner Eastern Local Learning Employment Network

The Inner Eastern Local Learning and Employment Network (IELEN) is an independent and incorporated (not for profit) association, primarily funded by the Victorian Government through the Department of Education and Training (DET).

The IELEN is one of 31 LLENs across the state. The IELEN works mostly across the LGAs of Port Phillip, Stonnington, and Boroondara, delivering programs and maintaining partnerships (partnership brokerage) within the community to improve personal, professional and education outcomes.

We seek to improve education, training and employment options and outcomes for young people, particularly those at risk of disengaging from education. One major DET contract we have focuses on school – industry engagement. This includes Structured Workplace Learning (SWL) opportunities, and a range of specific school - employer engagement activities.

The IELEN, in partnership with IMVC, has recently been offered contracts to deliver a new Jobs Victoria Advocates Program, for St Kilda, Prahran and South Yarra. These contracts will enable us to together employ a total of 5 Advocates.

The Role

Position Title:	Jobs Victoria Advocate
Time Fraction:	1.0 EFT
Responsible to:	Projects Manager
Sick Leave:	10 days per annum
Holiday Leave:	20 days per annum

This is a contract role ending 30 June 2023. Appointment will be made subject to three months' probation and clearance from a police background check about working with young people. Superannuation will be paid by the IELEN at the prescribed rate as specified within the Superannuation Act.

Job Summary

This position contributes to the Government's enhanced Jobs Victoria employment support system helping Victorians facing barriers to employment into jobs. Jobs Victoria Advocates will work on the ground to help people navigate employment and training services by proactively connecting with people, where they are, in their local communities. Advocates will connect with Victorians who may need assistance to prepare for or secure suitable employment, ensuring they are aware of the supports available.

The successful applicant will have well-developed interpersonal and communication skills, experience managing and maintaining effective relationships, sound problem solving skill and the ability to work effectively in a team. An understanding of community engagement principles and practice would be well-regarded. The role provides the opportunity to contribute to the social and economic recovery and inclusion of Victorians impacted by the pandemic.

About Jobs Victoria Advocates

The Victorian Government has allocated \$41.4 million in the 2020-21 Budget to establish a network of locally embedded Jobs Advocates. The Jobs Victoria Advocates program aims to:

- Assist Victorians prepare for and secure employment through the provision of information, referral and connection supports
- Mobilise an agile and proactive workforce to identify Victorians in need of support across the state
- Contribute to a more coordinated and streamlined service experience for jobseekers.

Jobs Advocates will work in local communities to ensure Victorian jobseekers know where they can go to find the information, advice and support they need to move into sustainable work.

Advocates will proactively connect with people, where they are, in their regular community settings such as: libraries, community centres/hubs; public housing foyers; shopping centres; other community and specialist services; doorknocking and letterbox dropping in some locations. Advocates play an important face-to-face navigation role in their local communities.

Jobs Victoria Advocates Key Accountabilities

Jobs Advocates will:

1. **Utilise** community networks and connections to identify and locate people who need employment-related support
2. **Improve access** to services by creating links and partnerships with community service providers, agencies and local leaders
3. **Engage** with local jobseekers and others in the community to understand their needs and support options
4. **Connect** people with relevant services that can help them prepare for and secure work, including support to manage non-vocational barriers to employment
5. **Advocate** on behalf of clients to service providers and employers, if required
6. **Identify gaps** and report on **opportunities** for collaboration and mutually beneficial partnerships to other local service providers and the Department
7. **Regular collection** and management of information and data from participants who have engaged with the Advocate service
8. **Follow up** connections and referrals made to other services, where required
9. **Represent Advocates** and the wider Jobs Victoria services to various agencies, professional networks and the local community

Advocates will also be required to:

- Attend initial and ongoing training provided by the Department of Jobs, Precincts and Regions
- Follow operational guidelines (including services standards and procedures for safe delivery of services)
- Participate in ongoing networking and professional development with Advocates across the State via Communities of Practice and other opportunities.

Key Selection Criteria

1. **Relevant experience:** Previous community engagement experience and/or knowledge of best practice community engagement principles and practice
2. **High level of interpersonal skills:** Demonstrated ability to understand and identify a range of client needs using a client-centred approach; capacity to deal sensitively and intelligently with difficult issues
3. **Strong communication skills:** Demonstrated experience engaging and communicating with groups of people, tailoring communication to suit specific cohorts
4. **Negotiation and influence skills:** Ability to influence and gain cooperation of internal and external stakeholders to create and maintain mutually beneficial relationships
5. **Adaptation and problem-solving skills:** Demonstrated resilience adapting to changing environments; proposes innovative solutions to identified problems
6. **Organisational skills and teamwork:** Ability to effectively plan and manage multiple tasks independently and as part of a team; ability to work collaboratively to achieve outcomes

Desired Experience/Qualifications

- Sound knowledge and understanding of the employment, education and/or community services system would be well-regarded
- Bilingual skills relevant to the local community would be well-regarded
- Drivers licence
- Relevant tertiary qualifications