

# Position Description

## Position details

<b>Position Title:</b>	Business Partnerships Project Officer	<b>Reports to:</b>	Business Partnerships Coordinator
<b>Team:</b>	Direct Services Team	<b>Location:</b>	Brunswick
<b>Classification:</b>	Level 4	<b>Status:</b>	Part time, Fixed term until December 2021

## 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. Services are also provided in partnership with other agencies outside of the metro area. 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 which is comprised of the following areas:

- Direct (Client) Services
- Practice and Sector Development
- Community Capacity Building
- Corporate Services

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, well-being and human rights of people from refugee backgrounds who have experienced torture or other traumatic events.

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## Organisational Area Summary

Direct Services provides services to survivors of torture and other traumatic events in the form of counselling, advocacy, family support, group work, psycho-education, information sessions and complementary therapies. Direct Services comprises three regions (Western, Northern and South East), the Intake and Access Team, Complementary Therapies Team, Ucan2 and Rural and Regional Services. There is also Mental Health Clinic activity in each region and the General Manager Direct Services (GMDS) has overall responsibility for the provision of this service. The regional management units are responsible for the delivery of counselling and advocacy services to clients in their geographic regions. Services are delivered through onsite and outreach counselling and advocacy. As an organisation we also undertake comprehensive systemic work with organisations and agencies that provide assistance to survivors. Direct Services teams are currently located in metropolitan Melbourne with offices in Brunswick, Sunshine, Dallas, Dandenong and Ringwood.

## Position Summary

Ucan2 is located in the Direct Services program area and runs group work programs for young people from refugee backgrounds aged between 16 and 25 years. The program currently is conducted with program partners Centre for Multicultural Youth (CMY) in English Language Schools and Centres, AMEP and secondary school contexts. The Ucan2 Program facilitates and supports the social inclusion, engagement in education and emotional well-being. Programs vary in length from several sessions, to a full semester program of 16 weeks.

The Ucan2 Business Partnerships Project Officer 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.

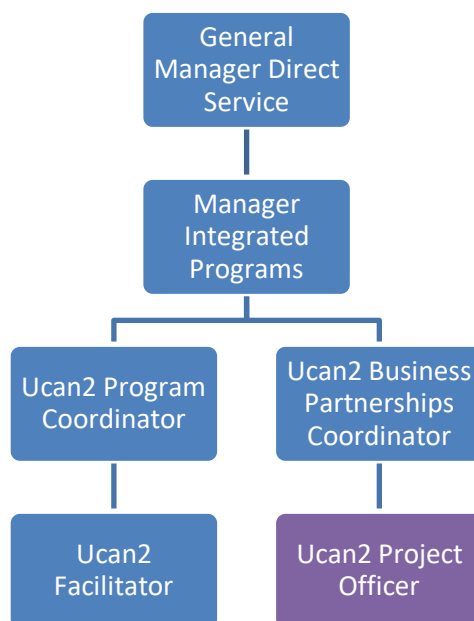
## Scope & Dimensions:

Budgets: Nil

Number of staff: nil

Reporting lines:

# Position Description



## Key Responsibilities

Key Responsibility
<p><b><u>Ucan2 Work Experience &amp; Volunteering</u></b></p> <p>Implement the Work Experience and volunteering component of the program maintaining professional communication and relationships to maximise opportunities for Ucan2 participants</p> <ul style="list-style-type: none"> <li>• Deliver work experience/volunteering information sessions to groups of Ucan2 participants (face to face or online)</li> <li>• Build and maintain positive and professional ongoing relationships with participants, employers, stakeholders and the Ucan2 team</li> <li>• Manage &amp; support several Ucan2 groups from end to end</li> <li>• Manage, deliver and co-ordinate on-line inductions to participants</li> <li>• Coordinate and facilitate work experience program, fulfilling legal requirements by ensuring all relevant documentation is provided</li> <li>• Source and confirm work experience placements with employers and undertake associated administrative tasks</li> <li>• Travel to work experience/volunteer sites across metropolitan Melbourne to facilitate work experience</li> <li>• Effectively communicate with Ucan2 participants to support attendance at meet &amp; greets, and placements with Store Managers</li> <li>• Update and maintain employer data base and fulfil client data requirements</li> </ul>
<p><b><u>Ucan2 Mentoring</u></b></p> <p>Support and assist the Business Partnerships Coordinator ensuring the effective management of the Ucan2 Mentoring program.</p> <ul style="list-style-type: none"> <li>• Assist with advertising and liaise with external stakeholders to ensure effective recruitment of program mentors from identified corporate businesses</li> <li>• Participate in pre-screening potential mentors</li> </ul>

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- 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 co-ordinating 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

## **Recruitment & Employment**

Support the recruitment of appropriate Ucan2 participants for casual employment with our business partners maintaining professional communication and relationships.

- 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
- Maintain relevant data in line

## **Case Management**

Manage a caseload of previous Ucan2 participants providing support to seek employment and education outcomes.

- Engage and maintain contact with a specified number of participants to provide support
- Provide job searching and employment assistance
- Refer to appropriate jobs and follow up
- Refer to external services if appropriate
- Update and maintain relevant data bases to record outcomes

## **Administration**

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.

- Work closely and collaboratively with all teams across Direct Services and Foundation House
- Maintain effective communication between the Business Partnerships Coordinator, team members and Ucan2 participants
- 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

## **Relationship Building**

Provide positive working relationships with key stakeholders who may include business partners, internal stakeholders, young people, and key employers

- Build and maintain positive partnerships with employers to facilitate work experience, mentoring and casual Christmas recruitment

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- Work closely and build positive relationships with the Ucan2 facilitators and team

## **Health & Safety**

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.

## **Personal Qualities**

The Business Partnerships Project Officer is well organized with the ability to multitask and can 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 Business Partnerships Project Officer will be a great communicator with a commitment to human rights and social justice.

## **Selection Criteria**

### **Qualifications**

- Business/administrative tertiary qualifications are desirable

### **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 manage a caseload of clients.
- Proven ability to work on multiple projects with competing priorities.
- 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 sessions when required to groups of young people, employers and mentors.
- Experience working in the community sector.
- Experience in organising events.

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- Understanding/experience of the business/community/education sector.

## Conditions of employment

- VFST promotes the safety and well-being of children
- A satisfactory police check, WWCC 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 some travel between sites and occasionally home visits and therefore the successful applicant must hold a current drivers licence
- The right to live and work in Australia

## Approval and Acknowledgement

<b>Date PD last updated:</b>	7/06/2021
<b>PD Approved by:</b>	General Manager, Direct Services
<b>Date of approval:</b>	16/06/2021