

Position Title: Youth in Work Coach

Award: Labour Market Assistance Industry (LMAI) Award

Classification: Employment Services Coordinator (ESC)

Portfolio: Employment and Education

Reports to: Program Manager (NSW / QLD) – Sticking Together Project

Employee:

Signature below provides acknowledgement that this document represents the job to be performed and has been accepted by the incumbent.

Approved / Authorised by: Head of Sticking Together Project

Employee Signature: _____ **Date:** _____

Job Focus

The Youth in Work Coach plays an essential role in the delivery of SYC's innovative Sticking Together Project supporting young people under the age of 25 years to help them gain and remain in work.

This role provides intensive coaching support, through the utilisation of specifically developed coaching tools, to young people who experience disadvantage and both non-vocational and vocational challenges to work success.

The Youth in Work Coach is key to the project's success by readying and supporting young people to 'stick to work' and achieve strong, sustainable employment outcomes.

KRA 1 – Operations

KRA 1.1 – Service Delivery

- Work with young people
 - Introduce the Sticking Together Project to allocated groups of young people (participants).
 - Assess the skills, capabilities and needs, and non-vocational and vocational challenges, of participants and develop individualised coaching action plans.
 - Provide tailored supports to participants that develop the identified gains in personal capabilities identified and agreed with participants in their action plans.
 - Develop a goals and progress schedule for each participant to enable personal commitment and progress tracking as well as for project reporting purposes.
 - Provide one-to-one coaching to a group of 25 active participants for 60 weeks, consistent with plans and adapted as personal circumstances change.
 - Ensure that participants understand, learn, and develop the personal relationship skills needed to successfully maintain work and to take responsibility for independently developing their working capability.

- Support participants whether they are in employment, training/education, or unemployed to continue to pursue their progress towards sustainable employment.
- Develop and conduct group-training activities as appropriate.
- Work with employers
 - Introduce the Sticking Together Project to the employers of your participants.
 - Promote the benefits of hiring young people who are involved in the project to create and develop job opportunities for these young people.
 - Develop relationships with the employers of participants and encourage the use of the available supports – including identifying personal development feedback for participants, independent mediation, and conflict resolution.
 - Understand the specific workplace requirements and protocols of participants' employers to assist participants' adaptation to their workplace.
- Support and network with stakeholders
 - Consistent with the personal action plans of individual young people, provide the appropriate level of connection with:
 - Parents, family, carers, and guardians.
 - Personal support services (for example, mental health, health, housing, justice).
 - Involve support people and services as necessary in the support of young people.
 - Provide referrals to external service providers to assist young people to achieve their action plan.
 - Develop and maintain networks with relevant service providers and other stakeholders who may provide referrals, influence outcomes, and provide opportunities or support for your participant group.
 - Maintain strong working relationships with employment service staff at the locations serving your participants, including managers, counsellors, and employment consultants.

KRA 1.2 – Outcomes, Reporting and Evaluation

- Meet KPIs for participant and employment outcomes. These include measures and approved evidence of job retention, time in work, personal capability development and employer benefits.
- Maintain data to evidence participant work, training/education, and other development activities to feed into project performance assessment, evaluation, and funding outcome milestone payments
- Administer surveys of participants to track progress in the development of capabilities and other project outcomes.
- Assess and report service delivery risks and propose mitigation actions.

KRA 1.3 – Organisation Responsibilities

- Actively support SYC's collaborative, performance-based culture and ensure actions and behaviours align with the organisation's values of passion, trust, quality, teamwork, and courage.
- Achieve all agreed Key Performance Indicators (KPIs).
- Undertake training as directed.
- Always represent SYC in a professional and ethical manner consistent with Our Purpose.
- Conduct any other duties that may reasonably be expected of you from time to time.

KRA 2 – Compliance

- Always operate, comply, and behave in a manner consistent with both the letter and the intent of:
 - SYC's policies and procedures, including but not limited to:
 - Code of Conduct
 - Privacy Policy
 - Keeping Children and Young People Safe Policy

- Acceptable Use of Technology Facilities Procedure; and
 - Social Media Policy.
- all relevant quality systems as amended from time to time; and
- all relevant contracts, agreements, standards, legislation, and regulations.
- Uphold the principles of SYC's Valuing Diversity and Equal Opportunity policies and encourage a work environment that is:
 - conducive to the acceptance and implementation of workplace diversity
 - free from discrimination and harassment; and
 - respectful of each individual regardless of gender, gender identity, classification, background, qualifications, skills, or other characteristics.
- Support workplace gender equality by treating everyone equally and fairly.

KRA 3 – Safety

Employee Responsibilities:

- Take reasonable care for your own safety.
- Act in a manner that does not place your own health and safety or that of others at risk.
- Comply with all health and safety and injury management legislative requirements.
- Comply with SYC Health, Safety and Environmental policies and procedures.
- Report all hazards, incidents, injuries, unsafe acts or conditions in line with SYC procedures.
- Comply with any reasonable instruction.
- Cooperate with measures introduced in the interests of workplace health and safety.
- Participate in any health and safety training allocated and follow the instruction and advice provided.
- Correctly use any personal protective equipment and safety devices provided.
- Do not intentionally or recklessly misuse or interfere with anything that has been provided for health and safety reasons.
- Undertake only those tasks for which you have been authorised and/or received the necessary training and for which all necessary safety arrangements are in place.

Qualifications and Experience

- A tertiary qualification in a discipline relevant to youth work, employment services, training or social services is highly desirable.
- Proven experience in effectively engaging and working with disadvantaged young people (15-25 years age range) in a coaching/development role to build personal action plans and self-efficacy.
- Experience building trusting relationships with young people and leading individuals towards identifying and achieving goals.
- Experience in successfully delivering both individual and targeted group programs for young people.
- Experience in effectively engaging and working collaboratively with external stakeholders, including employers to provide advice, coaching and support on the successful retention of young employees.
- Experience working in partnership with other support services to address young people's barriers to obtaining and maintaining employment (e.g. mental health, housing, legal, substance use).
- Experience in delivering services in a contractual outcome-based team environment and working to key performance indicators.

Skills and Knowledge

Able to effectively demonstrate the following skills:

- Strong engagement skills and the ability to interact effectively and sensitively with disadvantaged young people and employers to achieve positive outcomes with clients.
- Ability to lead, influence and motivate young people and stakeholders using a coaching and advisory approach.
- Time management and organisation skills, able to plan, prioritise and achieve outcomes with minimal supervision and/or direction and to successfully meet deadlines and KPI's.
- Interpersonal, conflict resolution and negotiation skills along with the ability to identify innovative and lateral solutions to problems.
- Communication:
 - Written and verbal communication skills, including the ability to write timely and accurate emails, notes, and reports.
 - Able to confidently and effectively cold canvass employers and reverse market young people to employment.
 - Able to build and maintain positive working relationships with internal and external stakeholders.
- Able to facilitate and contribute to the development of group programs and activities.
- Computer literacy with exposure to Office365.

Able to demonstrate knowledge and/or understanding of:

- Employment issues and the needs of young people.
- Education, training, and employment options available to young people.
- Personal wellbeing development frameworks such as PERMA+ and resilience development.

Key Attributes

- Demonstrates honesty, integrity, and a high level of confidentiality.
- Able to relate sensitively and positively to young people from diverse backgrounds.
- Demonstrates self-motivation, resilience, and initiative, especially in supporting clients.
- Able to handle workplace pressure in a way that maintains stable performance and workplace morale.

Competency Profile



- Able to maintain reasonable levels of energy and to be efficiently productive over extended periods when necessary.

Special Requirements / Conditions:

- To hold and maintain the applicable state clearance to work with children is an essential requirement for this role and continued employment with SYC.
- This position will operate as a primarily mobile role.
- Possession of a current valid Driver's Licence and willingness to drive is essential.
- A vehicle allowance will be provided for use of own vehicle.
Where a motor vehicle allowance is paid for the use of the employee's personal vehicle for work purposes, the employee's vehicle used must have a safety rating of 4 or 5-star ANCAP or EURO-NCAP to be used for SYC business purposes.
- Occasional out of hours work and intrastate travel may be required.