



metro assist

POSITION DESCRIPTION

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| Position Title | ParentsNext Facilitator |
| Employment Status | Part Time Fixed Term 21 hrs p/wk |
| SCHCADS Award | Labour Market Assistance Industry Award - Employment Assistance Coordinator |
| Reporting to | Employment Services Team Leader |
| Directly Supervising | Nil |
| Work Area | Canterbury-Bankstown and Inner West |
| Office location | Marrickville, Campsie and Bankstown; possibly Condell Park and other sites as required |
| Date Prepared | September 2021 |
| Employment Conditions | Position is subject to a Working With Children Check and National Police Check |

Position Summary

The key objective of the ParentsNext Caseworker is to provide case work and referral services to participants in the ParentsNext Program, which assists eligible parents of young children to plan and prepare for employment by the time their children reach school age. A key component of this role is recognizing barriers that may arise for participants on their path to employment (including mental health and skill/education gaps), and being able to refer participants to appropriate service/activities which address these employment barriers.

The program is funded by the Australian Government's Department of Education, Skills and Employment. Metro Assist is delivering the program as a subcontractor to SSI. The position is responsible for assessing the individual needs of Participants and developing Participation Plans designed to help them reach their identified goals prior to entering or re-entering the workforce. The facilitator will also be responsible for sourcing appropriate activities which will be aimed at developing the capacity of Participants in preparation for employment.

The ParentsNext Facilitator will also be responsible for ensuring all tasks are completed in accordance with the system of KPIs.

Metro Assist Limited considers that being Aboriginal or a Torres Strait Islander is a genuine occupational requirement for this position under s 14 of the Anti-Discrimination Act 1977 (NSW).

KEY RESPONSIBILITY AREAS

| CORE RESPONSIBILITIES | ROLE REQUIREMENTS | KEY PERFORMANCE INDICATORS (KPI) | WEIGHTING |
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| Vision, Mission and Values | <ul style="list-style-type: none"> Working knowledge of Metro Assist’s vision, mission values; client requirements and the community context. General knowledge of administrative functions within the organisation, services and referral and partner agencies. | <ul style="list-style-type: none"> Understands and articulates significance of Centre’s Vision, Mission and Values; and follow organisational values in day to day work. Understands and articulates the significance of ParentsNext Make effective contact across Metro Assist sites for program information and collection and dissemination. Feedback from client surveys and stakeholders is positive. | Not applicable |
| Practices / Safety / Standards | <ul style="list-style-type: none"> Adheres to and can articulate Metro Assist policies and procedures, service delivery standards, staff conduct, code of conduct and all relevant government legislation (eg WH&S) and relevant standards. | <ul style="list-style-type: none"> Is conversant with Metro Assist’s policies and procedures, codes of conduct and relevant legislation and safe work practices and applies the policies effectively in own practice. Feedback from clients and stakeholders. | |
| Leadership/Teamwork | <ul style="list-style-type: none"> Able to work with minimal supervision and escalates issues as appropriate. Works collaboratively across the Settlement and Employment Support Team, other Metro Assist staff and with SSI colleagues. Provides guidance to volunteers/students on work placements where appropriate. | <ul style="list-style-type: none"> Adheres to services timeframes and makes timely responses to team issues. Feedback from partners, peers and Manager. Demonstrates initiative and participates in team problem-solving. Attendance and contribution to team meetings and other regular meetings of relevance. | |

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| | | <ul style="list-style-type: none"> • Demonstrate to other team members a high level of motivation and sustained discipline to provide a high level care and support for clients • Has a good understanding of Metro Assist's other employment initiatives and contribute positively in those initiatives. • Works collaboratively with colleagues across the organisation to raise awareness of the programs. | |
| Continuous Improvement | <ul style="list-style-type: none"> • Suggests changes to improve quality in own work area and makes agreed changes. • Identifies opportunities for improvement and suggests amendments to documentation/processes. • Participates and contributes to the development of innovative approaches to client service delivery. • Identifies problems in relation to client service delivery and able to identify the consequences in relation to service delivery, and seek appropriate assistance. | <ul style="list-style-type: none"> • Identifies and recommends changes to procedures, protocols and work systems. • Participates in providing solutions to problems associated with specific areas of responsibility. • Contributes to discussions around client service practices and trends. • Attends training and workshops and keeps work knowledge up to date. • Actively participates in Employment Services/Settlement Services Team meetings as appropriate. • Feedback from staff and stakeholders. | |
| Interpersonal Skills and Communication | <ul style="list-style-type: none"> • Deals regularly and promptly with correspondence, email and telecommunication enquiries from partners; clients; suppliers or external organisations. • Able to resolve conflict with assistance. • Uses positive engaging techniques while dealing with partners, clients and staff. | <ul style="list-style-type: none"> • Communicates effectively and in a timely manner with clients, stakeholders, and respects confidentiality. • Is aware of organisational protocols relating to partnership communication and conflict resolution and follow when required. | |

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| | <ul style="list-style-type: none"> • Deals with emerging crises and seeks more experienced support where necessary. • Has effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner. | <ul style="list-style-type: none"> • Is able to show empathy and use assertive and listening skills while dealing with clients and staff. • Maintains a respectful and professional approach towards positive relationship with stakeholders, staff and clients. • Feedback from partners, internal and external stakeholders. | |
| Experiences/Qualifications/Professional Development | <ul style="list-style-type: none"> • 3 year degree or equivalent knowledge - combined with typically one year experience. <p>or</p> <ul style="list-style-type: none"> • Certificate IV or above in relevant studies, or equivalent knowledge and experience at level of skilled team member. Is capable across the full range of competencies required at this level of work. | <ul style="list-style-type: none"> • Provides certified proof of qualifications/ and or experience. • Participates in professional development opportunities in line with Metro Assist policies and procedures; and program guidelines. | |
| FUNCTIONAL RESPONSIBILITIES | | | WEIGHTING |
| Client Services | <ul style="list-style-type: none"> • Understands the principles of person-centred service delivery and the principles underlying all employment programs. • Supports clients to identify personal and vocational goals • Assess, identify and address client's personal, family, training and employment barriers and needs. • Identify and source appropriate activities for Participants aimed at increasing their | <ul style="list-style-type: none"> • Able to deliver services and meet all performance KPIs of both ParentsNext and potentially other employment support programs • Identify opportunities to promote the programs and encourage eligible clients to register. | |

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| | <p>readiness to enter or re-enter the workforce</p> <ul style="list-style-type: none"> • Provide continuous support and mentoring to clients. • Monitors client progress regularly and motivates clients toward their goals. • Ensure Participants are making adequate work ready progress | <ul style="list-style-type: none"> • Develops effective employment pathway plans based on the goals and needs of the client. • Able to provide referrals to other services as appropriate. • Work co-operatively with organisations hosting activities and maintain sound working relationships | |
| Activity Planning & Coordination | <ul style="list-style-type: none"> • Work with Employment Services team and a range of partners to plan and coordinate employment support activities and training courses. | <ul style="list-style-type: none"> • Identifies, sources and refers clients to appropriate activities aimed at developing the capacity of clients and increasing their readiness to enter or re-enter the workforce. • Effectively plans and coordinates intake information sessions, work readiness workshops, mentoring programs and long and short various vocational training courses as required. • Works cooperatively with partners hosting activities and maintains sound working relationships. • Presents a positive image of the organisation in all activities and engagement with stakeholders. | |
| Data Management & Reporting | <ul style="list-style-type: none"> • Report to Manager Settlement and Employment Services day-to-day and through regular supervision sessions. | <ul style="list-style-type: none"> • Maintains accurate client data in reporting templates/systems in accordance with program guidelines. | |

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| | <ul style="list-style-type: none"> • Ensure compliance and achievement on all program KPIs • Completion of other program specific reporting requirements. | <ul style="list-style-type: none"> • Tracks client progress and document progress in required reporting templates/systems. • Provides data to Manager and SSI as required. • Contributes information and data for reports to the Metro Assist Board. | |
| Compliance | <ul style="list-style-type: none"> • Complies with Metro Assist information security policy, standards, plan and procedures relevant to program area. • Ensures the security and protection of information assets under the custody | <ul style="list-style-type: none"> • Attendance at security awareness training and prompt follow up on ISM improvement instructions. • Reports and responds to any suspected or actual security breaches. | |
| Administration | <ul style="list-style-type: none"> • Prepare payment requisitions related to the program. • Other administration tasks that the program may require. | <ul style="list-style-type: none"> • Accurate and timely completion of program administrative requirements. | |
| <u>Special Projects/Tasks</u> As and when required by [CEO/Manager/Team Leader] | <ul style="list-style-type: none"> • As and when required by the supervisor/Manager work on specific project/event related to the core functions. | <ul style="list-style-type: none"> • Satisfactory completion of tasks/role within defined Scope, specification, time frames and budget. | |

Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and Metro Assist Limited's policies and procedures. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside the policy framework or matters which may potentially escalate to the detriment of Metro Assist Limited should be reported to your immediate supervisor.

Endorsed by: CEO September 2021

Employee Acknowledgement

I acknowledge the following:

- I have read and discussed this position description with my manager; and
- I understand the position objectives, key tasks, responsibilities and performance standards.

Employee Name: _____

Employee Signature: _____

Date: _____
