

POSITION DESCRIPTION

Career Coach

DEPARTMENT DIVISION	Australia
REPORTS TO	Afghan Project, Team Leader
DURATION	12 months Fixed Term Contract SCHADS Level 5
LOCATION	Melbourne, Sydney, Brisbane, Adelaide & Perth

About HOST International

Established in December 2016, HOST International is a not-for-profit company limited by guarantee committed to working wisely, creatively, and carefully to help create a better, safer future for displaced people and host communities around the world.

HOST International specialises in social and economic inclusion of refugees and migrants and has developed a unique coaching model that fast tracks access to employment and educational outcomes for new arrivals. Our programs focus on building self-efficacy and centre around the development of a realistic employment pathway plan that takes into consideration prior skills, experience, and future aspirations.

We believe that social and economic inclusion are core pillars of effective settlement and inclusion, and that each migrant/refugee needs a tailored approach that considers gender, discrimination, skills gaps, and professional networks. Our approach is also embedded in a community development framework that recognises needs in the broader community such as industry skills gaps, population growth, and social cohesion.

Our Governing Principles

Creating and maintaining humanity, hope and dignity with displaced people and host countries is at the core of our work.

Position Summary

Working as part of a project team, the Career Coach will support newly arrived Afghan evacuees to navigate skills recognition, educational and career pathways to rapidly enter the Australian labour market and develop a viable career plan. Building on the strengths and capabilities of each person, the coach will provide information, skills development and guidance to enable participants to overcome employment barriers. This position will work closely with Afghan communities and key settlement stakeholders in ensuring that participants develop strong social and professional networks that support vocational outcomes. Coaches will engage with participants through a mix of individual and group work delivered via online and face-to-face methods.

Key Responsibilities

- Maintain a bespoke coaching approach that focuses on the individual and acknowledges that everyone is unique.
- Facilitate learning, awareness and skill building to increase employability and minimise employment barriers for participants.
- Engage participants in realistic but aspirational discussions about career opportunities and support the development of viable action plans including skills recognition pathways and career pivot if required.
- Monitor and manage the expectations of participants to ensure appropriate planning and preparation.
- Build on participant's strengths and capabilities, including the identification of current and past success stories, to motivate them towards vocational goals.
- Support participants to understand the requirements and expectations of Australian employers including available job opportunities in relevant industries.
- Facilitate access to relevant information about vocational pathways.
- Advocate on behalf of the participant where access to services or resources can't be accessed independently, and facilitate referral to specialised services as required.
- Connect with and maintain relationships with all participants assigned to you throughout the program.
- Contribute to individual, one-on-one and group work activities that support work readiness.
- Match participants with volunteer corporate mentors to increase their confidence and build their professional networks.
- Ensure that reporting accountabilities and deliverables are met.
- Undertake training and accreditation with Glow Up Careers to deliver one-on-one coaching using their platform and tools.

Selection Criteria

Essential

- Relevant tertiary qualification and/or significant professional experience
- Demonstrated experience operating within a coaching framework or similar approach involving facilitation of personal and professional goals of others.
- Commitment to HOST values of collaboration, innovation, diversity, integrity, and respect.
- Highly developed written and verbal communication.

- Highly developed interpersonal skills, including the ability to build influential and empowering relationships with individuals and stakeholders.
- Strong analytical and negotiation skills with demonstrated ability to prioritise, work to deadlines and manage complexity.
- Technologically savvy, adaptable, personable and collaborative

Desirable

- Demonstrated experience working in a professional capacity with clients from culturally and linguistically diverse and/or refugee backgrounds.
- Experience as an employer.

Benefits of this position

- Work on a meaningful and groundbreaking initiative to help newly arrived people to build a life in Australia.
- An attractive salary with salary packaging benefits.
- Fully subsidised coaching accreditation with Glow Up Careers and access to ongoing recruitment and industry training.
- Build professional relationships and skills in the coaching profession.
- Assist evacuees from Afghanistan to pursue their career and education goals in Australia.

Expectations of HOST Employees

In addition to the duties listed above, all HOST staff are expected to:

- Respect and abide by HOST's vision, mission and values, ensuring that their conduct is consistent with the HOST Code of Conduct and is fully compliant with the provisions of HOST policies and procedures;
- Carry out general administrative functions related to their role and to the effective and efficient functioning of HOST including the timely and accurate management of case files, relevant databases, and all service delivery communications and data;
- Participate in induction training relating to policy and procedures, workplace health and safety and HOST administrative systems;
- Comply with all other reasonable and legal directions of the Senior Manager or relevant Executive as required;
- Communicate concepts, information and arguments efficiently in personal and group contexts and across all organisational levels;
- When representing HOST at internal and external events, ensure appropriate conduct and professional representation at all times;
- Demonstrate high ethical standards and professionalism and visible support and promotion for HOST outcomes and values;
- Ensure all relevant information, including policies and procedures, are effectively

communicated to staff;

- Promote a culture of continuous improvement and innovation within all program activity; and
- Perform other duties commensurate with skills and experience as required.

Position Responsibilities

- Applicants must have the right to work in Australia;
- All applicants must undertake a National Police Check and Working with Children Clearance and not have any serious convictions including fraud, assault or serious theft. Any convictions should be declared up front and will be discussed confidentially upon receipt of the criminal record check;
- Applicants may be subject to social media screening as part of employment checks.

HOST Core Competency Framework

Customer Orientation	The ability to demonstrate diverse customer focused support and stakeholder engagement in all business-related activities, acting without prejudice and in a manner, that promotes inclusion.
Continuous Improvement	The ability to demonstrate support for organisational change necessary to improve effectiveness and efficiency as well as proactively helping others to successfully navigate through organisational change.
Teamwork	The ability to work collaboratively as part of a high performing team ensuring the effective and efficient operation of HOST in accordance with its values, strategic direction, industry best practice and contractual obligations.
Analytical Thinking	The ability to clearly analyse a situation and seek out relevant information needed to address challenges using a logical, systematic and sequential approach.
Communication	The ability to communicate appropriately and proficiently across varying audiences and contexts, with demonstrated experience in preparing high-level reports, correspondence and briefings.
Initiative	The ability to identify or pre-empt what needs to be done and take appropriate action before being asked or before the situation requires it.
Inclusion & Diversity	The drive and passion to foster an inclusive future for all clients and in all interactions on Host Internationals behalf. Lead with care, embrace diversity and magnify positive change.
Safety & Wellbeing	The ability to contribute positively to, and take responsibility for one's safety & wellbeing and the safety & wellbeing of those around to ensure a climate of safety, support, resilience and balance.

Leadership	
Sound Business Judgment	The ability to demonstrate and apply high level, strategic problem-solving skills.
Coaching & Mentorship	The ability to support and enable the team to grow and succeed through regular feedback, education and encouragement.

Building Safety & Wellbeing	The ability to model and promote behaviours and attributes that foster a climate of safety & wellbeing, taking responsibility for the safety & wellbeing of the people and teams, including encouraging the exchange of ideas and the active and early resolution of conflict and injury.
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The competencies provide a common language, across HOST, for discussing the Way We Work, not just what we do. It clarifies the behaviours and attributes required of all staff working at HOST. Core Competencies are a critical part of HOST's Organisational Culture and set the minimum expected standard of behaviour for everyone at HOST.

Workplace Health and Safety (WHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

WHS responsibilities are applicable to positions as outlined in the HOST WHS policy.

These include general staff responsibilities as well as additional responsibilities that apply for Managers, Supervisors, and other Personnel.

Acknowledgment and sign off

Staff are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives. This position description may change over time due to the nature of HOST activities and a flexible attitude to change is expected of all staff. Any such changes will be discussed with staff as soon as practicable.

As the incumbent of this position, I confirm that I have read the Position Description, understand its content, and agree to work in accordance with the requirements of the position. I understand this position description is not a duty statement, it is only intended to provide an outline of the key responsibilities of the position.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

AGREED BY	
Employee Signature	
Employee Name	
Date	/ /