

POSITION DESCRIPTION

Portfolio:	Employment
Position Title:	Employment Mentor
Grade:	3.1
Reports to:	Industry and Client Manager

AMES Australia

For over 70 years AMES Australia has supported new and recently arrived refugees and migrants to settle in their new life in Australia. AMES works with new arrivals and also with the community, business and government to develop sustainable and effective settlement solutions for the Australian community.

Vision of AMES Australia

‘Full participation for all in a cohesive and diverse society’

Primary Focus / Purpose of the Role

The purpose of this position is to provide individualised support, assistance and guidance to Refugee and Asylum Seeker job seekers addressing/overcoming barriers to employment and ensuring that they gain suitable employment opportunities within an appropriate time frame. This position is responsible for the negotiation, monitoring and review of the delivery of employment support services for clients.

The position will involve case management of a caseload of jobseekers, reverse marketing candidates, job search training and supporting employers as they take on refugee and asylum seeker candidates.

Duties and Primary Responsibilities

Case Management

- Provide a planned, proactive and goal oriented individual service to job seekers from assessment to employment, delivering support services and mentoring as required.
- Conduct detailed assessment of job seeker’s capabilities against potential employment opportunities available within the local labour market, preparing and reviewing Vocational Profiles (if required).
- Negotiate and review individual Career/Job Plans with each client.
- Monitor clients’ progress; referring them to vocational training and other training programs or services to meet individual needs addressing skills gaps and/or barriers, and lodging participation evidence to monitor engagement if required.
- Support job seekers into employment by identifying and referring to employment and work experience opportunities and other complementary programs.
- Identify and implement strategies to achieve sustainable employment outcomes for different groups of eligible job seekers.
- Negotiate and organise job seeker support through the Flexible Jobs Pathways Fund (FJPF) within financial delegation.
- Track and lodge outcome claims if required.
- Monitor part-time employment and education placements, maximising opportunities for conversion to a fulltime outcome.
- Provide Post Placement mentoring to both job seekers and employers to enable a placement to track to a sustainable outcome.
- Train groups of jobseekers in preparation of job application tools (such as resumes and cover letters), job search techniques, interview and job maintenance skills.
- Prepare and run information sessions for jobseekers.
- Work to achieve performance targets and relevant Government Department KPIs, ensuring activities comply with the Department’s contract and AMES Australia’s Quality procedures.
- Identify opportunities for continuous improvement in the delivery of employment services, including to provide feedback to service providers and the Department.
- Build and maintain effective working relationships with key internal and external stakeholders to maximise client opportunities/outcomes, including to undertake relevant networking opportunities.
- Maintain up to date Job Ready lists for easy referrals to Vacancies and Training opportunities.

Specialisation

Undertake specialist work, including to mentor others as required in understanding the cohort's specific needs, with one or more of the following client cohort groups:

- Youth/Mature Aged
- Refugees
- Asylum Seekers

- Actively operate in a manner that improves the customer experience.
- Ensure compliance with relevant legislation, regulations and contractual requirements and that all duties are undertaken within an effective risk management framework.
- Comply with relevant OH&S legislation, the AMES Australia OHS Policy and Procedures at all times. Ensure AMES Australia Quality Assurance Procedures, Equal Employment Opportunity and Occupational Health and Safety legislation, practices and procedures are implemented consistently and fairly.
- Comply with all relevant AMES Australia Policies and Procedures and proactively identify and recommend areas for improvement to the manager as appropriate.
- Perform other duties as required by the manager that are reasonably incidental to the performance of this role.

Key Contacts

- Internal:** Employment Leadership team, other Employment staff, Customer Service/Administration Officers, Employment Performance team, Corporate Finance team, Settlement team and Education team
- External:** Clients, Employers, Centrelink, Job Advocates, JVES providers, RTOs, Training providers, jobactive / Transition to Work / ParentsNext providers, relevant Government Department(s)

Qualifications and Experience

- Mandatory:** Some case management or client liaison experience, including work with Refugees and Asylum Seekers and the challenges they face
- Desirable:** Previous Employment Services experience; Certificate III in Employment Services and/or Certificate IV in Workplace Assessment and Training is preferred; and a relevant tertiary qualification will be highly regarded

Knowledge and Skills

- A working knowledge and understanding of employment support services, specifically for refugee and asylum seeker cohorts and the challenges they face
- Demonstrated knowledge of current labour market trends
- Demonstrated record of success in placement of job seekers into employment or experience in a similar role
- Demonstrated ability to provide comprehensive job seeker assessment, identifying barriers to employment and preparing individual career or job plans
- Proven ability to motivate clients, and advocate and negotiate on their behalf
- Highly developed communication and interpersonal skills
- Demonstrated analytical and problem solving skills to implement innovative job seeker focussed solutions to gain employment
- Strong time management, organisational and well developed computer skills
- Demonstrated positive values of integrity, reliability, teamwork and professionalism consistent with the AMES Vision and demonstrated commitment to the quality and continuous improvement principles

Other Relevant Information

- Staffing Responsibilities - Nil
- Budget Responsibilities - Nil
- Experience in the Job Network will be highly regarded.

- Ability to speak a second language will be highly regarded.
- A current valid Driver's Licence will be essential for this role.
- Applicants for the position must have the right to work in Australia.
- Offers of employment will be subject to a satisfactory police check.
- It is a mandatory requirement for the position holder to have and maintain a current Working With Children Check (for employment purposes).

AMES Australia is an Equal Employment Opportunity Employer and abides by the Occupational Health and Safety Act.

For HR reporting purposes only: ANZSCO Code - 222312

Employee Name: _____

Employee Signature: _____

Date: _____