

Position Description: Youth Worker – Coaching Specialist

Job Title	Supported Employment Coaching Specialist
Location	Based in North Melbourne and working from multiple sites across Metropolitan Melbourne (North and West)
Reports to:	General Manager - Programs
No. of direct reports	nil
Position Type	Full time 1 EFT, Ongoing
Remuneration	\$66,000 - \$76,000 pro rata (in line with skills and experience) plus the General Super Guarantee and salary packaging (which would provide up to an extra \$6,400 take home per annum)
Requirements	Drivers licence. Willingness to get WWC check, white card, and other site tickets as needed. Minimum COVID vaccination.

About Good Cycles

Good Cycles is an independent not-for-profit social enterprise that empowers young people facing barriers to work by providing job opportunities combined with tailored coaching support.

More than just a bike store*, we offer employment in a range of bike-based services as well as in horticulture and infrastructure/asset maintenance.

As a social enterprise, Good Cycles invests all our profits in the creation of entry level jobs and support for young people, and work in partnership with forward-thinking businesses focused on

creating a sustainable city. Our vision is to provide young people at risk of disengagement with employment opportunities that improve their futures.

*All staff do get generous discounts from our retail store!

Purpose of the role

Empowering young people to gain relevant on-the-job experience and transferable skills, and navigate services and systems for improved wellbeing are the key objectives of this role.

The Coach delivers tailored support to young people to respond constructively to challenges as they arise (e.g. housing, mental health concerns, work-related issues) while preparing for future employment transitions.

Primarily operating out of North Melbourne this role will be based across multiple sites in Metropolitan Melbourne and may require some work outside of regular business hours.

Role Objectives and Key Results

Objective	Key Result
Respectful relationships	Evidence of attentive listening, warm professionalism, and consistent high expectations of employee potential.
Delivery of purposeful coaching sessions and maintenance of records	Maintain clear records of the number of supported employment program participants, specific employment barriers, services they receive, and outputs/outcomes from those services.
Employee-led development plans	Evidence of employee values, preferences and priorities in the development plans produced, and evidence that employees are encouraged to help themselves and to overcome knowledge-gaps, skill-gaps and support network-gaps.

Key stakeholders

- Line manager, GM Programs
- Other coach(es)
- Head of Innovation and Impact
- HR Manager
- Operations managers and supervisors
- Commercial partners involved in coaching projects

- Supported employment program participants

Example responsibilities and tasks

- Investigating the strengths and needs of young people through purposeful coaching sessions
- Creating individual development plans that support young people to achieve their goals
- Maintaining records of program delivery and young people's achievements
- Providing support and guidance to Operational Supervisors and Managers
- Developing and maintaining relationships with relevant community referral partners
- Working alongside young people to support on the job training
- Maintaining knowledge of company policies and procedures
- Demonstrating and promoting company values: care, influence, equity, creativity, respect, ambition

Education and Experience

- Minimum 3 years professional experience supporting young people in a community setting
- A relevant tertiary qualification in Youth Work, Social Work, and / or related with experience; or less formal qualifications with specialised skills and experience
- Knowledge and demonstrated experience of strength-based practice and motivational interviewing
- Planning, organising, negotiation and networking skills
- Demonstrated critical thinking skills, especially in relation to applying methods for strengthening resilience and professional development
- Experience working with Indigenous and/or multicultural and/or LGBTQI+ communities is highly regarded
- Skills in languages other than English are highly regarded