

## POSITION DESCRIPTION

|                        |                                |
|------------------------|--------------------------------|
| <b>Portfolio:</b>      | Employment                     |
| <b>Position Title:</b> | Employment Mentor              |
| <b>Grade:</b>          | 3.1                            |
| <b>Reports to:</b>     | Service Delivery Manager (SDM) |

## 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, Culturally & Linguistically Diverse (CALD) or Aboriginal and Torres Strait Islander (ATSI) 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, CALD or ATSI 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, and maintain detailed and accurate case notes on client progress and relevant situations to meet Workforce Australia requirements.
- 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.
- Use a client-centred approach to support job seekers into employment by identifying and referring to appropriate 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 Employment Fund (EF) within financial delegation.
- Track outcome claims if required.
- Monitor progression activities and employment to maximise opportunities for conversion to part-time and/or full-time outcomes.
- 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:

- Culturally and Linguistically Diverse (CALD)
  - Refugees
  - Asylum Seekers
  - Aboriginal and Torres Strait Islander (ATSI)
- 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 WH&S legislation, the AMES Australia WHS 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

|                  |   |
|------------------|---|
| <b>Internal:</b> | Employment Leadership team, other Employment employees, Employment Performance team, Corporate Finance team, Settlement team and Education team                       |
| <b>External:</b> | Clients, Employers, Centrelink, employment service providers, RTOs, Training providers, Transition to Work / ParentsNext providers, relevant Government Department(s) |

### Qualifications and Experience

|                   |  |
|-------------------|--|
| <b>Mandatory:</b> | Some case management or client liaison experience, including work with Refugees and Asylum Seekers, clients from a CALD background or clients who identify as ATSI, and the challenges they face                       |
| <b>Desirable:</b> | 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, clients from a CALD background or clients who identify as ATSI, 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 Employment Services 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. AMES Australia is committed to and believes in gender equality, and promotes a work environment where inclusion and diversity are valued and where people across all of AMES are involved, supported, respected and treated fairly.*

*For HR reporting purposes only: ANZSCO Code - 272511*

**Electronically Signed by the Employee:**

Name: [\*SignatureOBStarter]

Date: [\*SignedDateOBStarter]