

# Ucan2 Business Partnerships Officer Position Description

## Position details

<b>Position Title:</b>	Business Partnerships Officer	<b>Reports to:</b>	Ucan2 Program Leader
<b>Team:</b>	Ucan2	<b>Program Area:</b>	Community and Sector Capacity Building
<b>Classification:</b>	Level 5	<b>Location:</b>	Metropolitan Melbourne and Regional Victoria as required.
<b>Status:</b>	Ongoing	<b>Hours:</b>	1.0 EFT

## Organisational purpose

The Victorian Foundation for Survivors of Torture, also known as Foundation House, is a leader in delivering specialist trauma-focused services that work with the strengths and resilience of refugees, their families, and communities to rebuild lives shattered by torture and other traumatic events.

### The Area

The Ucan2 program sits within the wider Community and Sector Capacity Building (CSCB) program at Foundation House. Community and Sector Capacity Building (CSCB) is an innovative program area designed to facilitate and support the development, growth, and empowerment of communities of refugee backgrounds to recover from pre-arrival trauma and resettle positively. CSCB teams work to strengthen these communities across Victoria, helping them to thrive. Complementing and strengthening this work, CSCB also leads a program that builds on the capacity of the refugee and humanitarian service sector, enabling mainstream health, mental health and wellbeing and education sectors to better understand the refugee and asylum seeker experience and enhance their responsiveness and service delivery effectiveness of their service for communities from refugee and asylum seeker backgrounds.

### The Role

The Ucan2 Program promotes and supports pathways to further education and employment opportunities for young people aged 16-25 years from refugee backgrounds, while supporting their recovery from traumatic refugee experiences. The program includes: structured group activities facilitated within educational institutions or in community settings; provision of work experience opportunities; one-to-one mentoring programs for young people; and engaging with a range of stakeholders including businesses that can offer employment, work experience and/or mentoring opportunities, plus community, recreational and youth services that can offer ongoing supports to participants.

The Business Partnerships Officer is directed by the Ucan2 Program Leader to establish Ucan2 Program connections and partnerships with a range of businesses that can offer participating young people work experience, one-to-one mentoring and employment opportunities. The Business Partnerships Officer also supports young people to participate in work experience placements and mentoring.

## Key Responsibilities

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## Employment Opportunities for young people

- Scope and establish relationships with businesses that can offer employment opportunities for young people from refugee backgrounds.
- Actively promote and communicate relevant employment opportunities to young people participating in Ucan2 groups, including explaining job requirements and matching opportunities to individual strengths and interests.
- Provide tailored, practical support to participants throughout the job seeking and recruitment process, including assisting with preparing job applications, interviewing skills, guiding them through online and in-person onboarding requirements, and helping them understand workplace expectations to ensure a smooth transition into employment.

## Work Experience Program

- Establish work experience opportunities for young people who are participating in Ucan2 group programs by building relationships and partnerships with a range of businesses.
- Facilitate work experience placements in partnership with Ucan2 Facilitators.
- Work with Ucan2 Facilitators and site staff to support young people participating in work experience opportunities, including assessing for readiness and suitability for work experience.
- Liaise with local businesses and assist with site visits for participants to meet work experience placement supervisors as required.
- Deliver information sessions about work experience opportunities available to participants during Ucan2 group programs and assist young people to complete necessary documentation.

## Mentoring Program

- As directed by the Program Leader, establish partnerships with businesses that can offer their staff as volunteer mentors for young people from refugee backgrounds.
- Recruit and screen mentors for the program.
- Organise and co-facilitate training workshops for mentors, in partnership with Foundation House colleagues.
- Deliver information sessions during Ucan2 programs and work alongside the Ucan2 Facilitators to identify and seek applications from young people.
- Organise and co-facilitate 'meet and greet' sessions with participants and mentors to allow each partnership to get to know each other in an inclusive group environment.
- Check-in regularly with mentors and participants to ensure each mentoring relationship is meeting the needs of the young person in a culturally safe and trauma-informed manner.

## Sector Capacity Building

- Deliver Professional Learning and secondary consultations to businesses to increase their capacity to support employees who are young people from refugee backgrounds.

## General Administration

- Maintain effective systems of recording and disseminating relevant information in accordance with Foundation House processes and procedures, and Ucan2 program requirements.
- Maintain accurate and up to date data, records and case notes for Ucan2 participants via the Foundation House Client Information Management System (CIMS).

## People and Teams

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- Attend and participate in all agency activities which meet Foundation House's organisational and professional development requirements. These include staff, team and agency meetings, and actively participating in supervision and ongoing learning.
- Contribute to projects or other duties that assist the agency to support the delivery of effective, safe, connected and people-centred services.
- Actively participate and ensure professional, supportive and cooperative working relationships within your own team and with other programs across the agency.
- Undertake required travel needed to properly fulfil the duties of this position.
- Perform any other duties as directed by relevant managers within the scope of the classification and position description.

### Health and Safety

- Actively contribute to health and safety at Foundation House by being aware of safety policies and procedures and consciously applying these every day to ensure the health and safety of our workplace.

### Child and family safety

- Actively contribute to upholding Child Safe Standards and measures to combat family violence by being aware of applicable policies and procedures and applying these when relevant.

## Key Selection Criteria

### Experience and qualifications

- Post secondary qualifications in a relevant area (preferably business, retail or community development, social work or youth work). A Certificate IV in Workplace Training and Assessment although not essential, would be well regarded.
- High level verbal and written communication skills with the ability to communicate effectively with key stakeholders, particularly in a corporate and educational settings.
- Previous experience in supporting stakeholders, and the proven ability to influence and maintain effective relationships.
- Project management skills, including the ability to work independently and within a team and manage competing demands and deadlines.
- Flexibility and adaptability in meeting program and team goals.
- Capacity to deliver Professional Learning to sector professionals.
- Understanding of issues facing young people from refugee backgrounds and their families, including the barriers they might face to accessing education and employment.
- Proficient computer skills – including MS Office, Excel, plus online content delivery.
- Victorian Driver License.

### Desirable

- Experience working in the corporate sector would be highly regarded in order to support our current partnerships.
- Experience in delivering training and/or information sessions to groups of young people, employers and volunteers.
- Previous experience working with young people from refugee backgrounds.

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## Attributes

- Genuine interest in working with young people from refugee background who have experienced complex trauma and may be facing significant challenges.
- Ability to manage competing priorities.
- Ability to work autonomously and as part of the team.
- Commitment to ethical practice, human rights and social justice.
- Flexibility and adaptability in meeting client and team goals.

## Our Values

We aim to build trust and confidence, promote wellbeing and achieve the best possible outcomes through living our values of respect, promotion of human rights, focus on community, maintaining excellent, ethical practice and above all acting with integrity.

## Organisational Expectations

Foundation House and our staff are committed to:

- Family & Child Safety
- Occupational Health & Safety
- LGBTQIA+ inclusive practices
- Culturally safe practices
- Adherence to the requirements of relevant legislation, regulation and professional ethics.

It is an expectation that all our employees actively contribute and consciously comply with Foundation House policy, procedures and practice guides during their work.

This position is in accordance with the Victorian Foundation for the Survivors of Torture Inc. Enterprise Agreement.

## Approval and Acknowledgement

<b>Date PD last reviewed:</b>	22 <sup>nd</sup> March 2026
<b>PD Approved by:</b>	General Manager Community and Sector Capacity Building
<b>Date of approval:</b>	6 <sup>th</sup> May 2026