



Position Description

Position Title	Development Coach
Portfolio	Children, Youth and Inclusion
Area	Adult & Youth Transitions
Reports To	Demonstraion Manager

Organisation Purpose

Our vision at the Brotherhood of St. Laurence (BSL) is an Australia free of poverty. Our purpose is to advance a fairer Australia through our leadership on policy reform, our partnerships with communities, and the quality of our services.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, industry and communities to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our services that support financial wellbeing. We research the causes and effects of poverty and connect research, practice and policy to advocate national, state and local policy responses to poverty.

BSL values diversity and inclusion with regard to our staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all people to be supported, respected, safe and empowered.

Portfolio Purpose

Children, Youth and Inclusion (CYI) is a diverse service delivery Division in BSL. CYI is typically made up of small to medium size operational activities aimed at providing services to children, families, young people and adults. Children, Youth and Inclusion is required to operate in a flexible and agile way to lead change and influence systems. Children, Youth and Inclusion responds the external political and service sector environment and offers new practice, service design and policy solutions to influence lasting change. All programs in the division must have a systemic change ambition beyond the service delivery.

Youth & Adult Transitions sits within the **CYI** division and has a focus on developing an offer that ensures that all people have the opportunity to engage in education, training and employment using Advantaged Thinking practice approach grounded in capability theory. The department plays a key role locally and nationally in the development and delivery of training and resources to enable partner organisations to ensure young people's aspirations, skills, attributes and talents are recognised and harnessed. The Brotherhood's Youth & Adult Transitions Team plays a lead role in program delivery and service development across a range of initiatives across Victoria, with a local to National agenda, with demonstration projects in Metro and regional areas in Victoria.

Position Purpose

The role of the Development Coach is to support all participants that come to a Thrive Hub to access service and supports that will support them to Thrive. Recruit and engage people to support them to successfully transition into employment and/or education using an Advantaged Thinking practice approach. This is achieved through providing one-on-one coaching and group experiential learning activities to participants that align with their career aspirations, address personal barriers to education and employment and link them with support services as needed.

Key Responsibilities

- Promote and recruit people to participate in the program
- Engage with all community members that access Thrive Hubs by responding to their identified needs and providing supported internal and external referrals
- Using an Advantaged Thinking practice approach work with participants to help identify their education and employment goals, and support them to achieve outcomes in these areas
- Develop and maintain strong referral pathways into the program with a range of stakeholders including internal stakeholders, schools, community services, employment providers, and other government and non-government organisations.
- Assess participants' skills, capabilities and non-vocational barriers, as well as provide vocational guidance tailored to the participant's goals
- Connect participants to the right opportunities, resources, people and places to develop their talents and achieve their goals
- Address participants issues as they arise, manage participant dynamics and complex needs
- Connect participants to specialist agencies and ensure support and follow-up
- Run training to employment pathway programs, in conjunction with local employers, and education providers
- Support participants in job search activities, and facilitate volunteering and/or employment opportunities
- Reverse market participants to employers to achieve employment placements
- Continue to provide feedback and post-placement support, to ensure employment or education is sustained
- Maintain accurate and timely records in the relevant data management systems

- Keep current with local labour market and trends, as well as maintaining external stakeholder relationships to benefits participant's goals and future opportunities, including with employers and education providers
- Develop networks and relationships that lead to educational and employment opportunities for participants
- Assist in collaboration to ensure the program is integrated within the community in harnessing the community effort
- Maintain accurate and timely records in the relevant data management systems and support reporting requirements of the program as requested
- Understand individual key performance indicators, and work to ensure these are achieved
- Support and maintain a culture of developing positive language and talent-building, fostering a culture of excellence in service delivery
- Work collaboratively within teams to achieve common goals
- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities
- In collaboration with manager, set goals and objectives to ensure outcomes are met
- Model BSL's values and adhere to the Code of Conduct in everyday work practices
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures
- This position will require direct/indirect contact with children and/or vulnerable individuals
- Other duties as required

Scope of Responsibility

Direct Reports:

- NIL

Indirect Reports:

- NIL

Key Selection Criteria

Career Experience:

- Demonstrated experience of working in an outcomes-focussed environment

- A depth of knowledge about the causes and consequences of unemployment and the kinds of strategies that are successful in helping people follow pathways to work
- Confidence and capability in engaging and supporting people from diverse backgrounds, including those with unique needs and behaviours, by recognising their strengths and potential
- Demonstrated experience in career planning and guidance resulting in placements in employment and/or education and training
- Demonstrated experience in group facilitation and training, including the development of training content and resources
- Strong networking skills and experience developing partnerships with other agencies, employers, education providers to work together on a shared goal

Personal Qualities:

- Strong interpersonal skills which demonstrate an ability to create positive relationships with a wide range of people, including people of diverse backgrounds, and involve young people in activities and decisions
- Strong organisational and time-management skills, and an ability to prioritise and meet deadlines
- Highly developed administration and computer skills and competency in Microsoft Programs
- Demonstrated ability to work independently and as an effective team member to achieve goals
- A commitment to maintaining and supporting child safety, equity, inclusion, and cultural safety
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

Qualifications/Other:

- Relevant tertiary qualifications in social work, community development, youth work and/or education, or extensive relevant experience

Mandatory Employment Criteria

- Specific work requirements include attendance at a variety of different work locations
- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required. BSL will support successful candidates in this process

- A Working with Children Check is required for this position. BSL will support successful candidates in this process

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur, and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.