

Position Description:

Job Title	Youth Employment Coach
Location	Working from multiple sites across Metropolitan Melbourne
Reports to:	Head of Impact Programs
No. of direct reports	nil
Position Type	Part/Full time, Ongoing (may require some work outside of regular business hours)
Remuneration	Social, Community, Home Care and Disability Services Industry Award - Level 4 (in line with skills and experience) plus the General Super Guarantee and salary packaging available (which could provide up to an extra \$6,400 take home per annum)
Requirements	Drivers licence and access to a vehicle. Victorian Working with Children check. (White card, and other site tickets as required)

About the Role

You'll be joining the **Impact Programs team** to provide vocational assistance and support to young people in the Good Cycles Youth Employment Program.

The goal of this program is simple: to empower young people who have faced challenges getting a job by helping them gain meaningful, hands-on experience and valuable skills that they can use anywhere. You will be there to support them through their employment journey and help them tackle challenges as they come up (like housing issues, mental health challenges, or other workplace issues).

Responsibilities

- **Individual Plans:** Collaboratively develop and keep track of personalised plans for all participants. These plans set realistic goals and strategies to help them address barriers to employment.
- **Coaching:** Provide tailored support and guidance through hands-on training and helpful coaching sessions while they're on the job.
- **Relationship Building:** Create strong working relationships with community referral partners and other important contacts. You will also coordinate with or participate in care teams when needed.
- **Identifying Needs:** Work with young people to understand and identify key needs and issues so you can deliver professional, efficient, and effective support.
- **Team Collaboration:** Work closely with, and provide support and guidance to, our Operational Supervisors and Managers.
- **Record Keeping:** Make sure all participant records are accurate, up-to-date, and meet both our organisational and legal requirements.
- **Compliance:** Always follow Good Cycles' values, code of conduct, policies, procedures, and relevant government standards.
- **Culture:** Actively promote and demonstrate our company values: courage, respect, equity, creativity, safety, and wellbeing.
- **Development:** Commit to learning and professional development to achieve your performance goals and those of the team and organisation.

Key Stakeholders

- The Youth Employment Program **participants**.
- Your direct manager, the **Head of Impact Programs**.
- Other **Youth Employment Coaches**.
- The **Head of People** and the **HR team**.
- Other **managers** and **supervisors**.

Key Selection Criteria

(These must be addressed, giving examples for each, to be considered for the role.)

1. A **relevant tertiary qualification** in Youth Work, Social Work or related, and demonstrated (minimum 3 years) professional experience supporting young people in in youth work practice or related field
2. Demonstrated **understanding of common barriers to employment** (both individual and systemic) and experience developing strategies to support young people to address them
3. Demonstrated experience of practice that is **trauma-informed** and **strengths-based**
4. A demonstrated **commitment to working ethically with young people**, as defined by the Code of Ethical Practice for the Victorian Youth Sector.
5. Demonstrated **critical thinking and problem solving skills** and the ability to work creatively when supporting young people in the workplace
6. Demonstrated **ability to negotiate and advocate** for young people (both within and external to the organisation).
7. Confidence and **ability to ride a bicycle** in and around the Melbourne CBD is highly regarded.

About Good Cycles

Our mission is to create good jobs for young people facing barriers while delivering high-quality commercial services, proving that successful social enterprises play a pivotal role in a sustainable future.

For over 10 years, Good Cycles has been a leader in the social enterprise sector. While our journey began using the bike, we have grown into a multi-divisional business delivering high quality commercial services across diverse industries. Today, we continue to use innovation to positively impact the communities we work in, creating safe and inclusive workplaces and reducing barriers to employment. Good Cycles is an independent not-for-profit that empowers young people by, offering stable employment across our four operational divisions:

- **Good Spaces:** Large scale green space and asset maintenance services.
- **Good Deliveries:** Specialist inner-city delivered, logistics and sustainability services delivered via e-bike.
- **Good Bikes:** Bike retail and tailored micro-mobility services.
- **Good People:** Specialist managed workforce partnerships (labour-hire) with values-aligned partners.

We are a growing organisation currently with 140 staff. Our profits go towards supporting young people who face barriers to employment through our Youth Employment Program and by creating jobs that deliver social and sustainable outcomes.

The Youth Employment Program

Our Youth Employment Program is designed to support young people through coaching and skills development alongside real-world work experience in key industry areas of retail, logistics and landscaping. Through on-the-job learning, we improve job readiness, support networks, financial wellbeing, and resilience.

Our Values



COURAGE

We are courageous and ambitious; challenging ourselves and others to think beyond conventions and achieve excellence in all we do.



RESPECT

We treat everyone with mutual respect, recognising the importance of inclusion and diversity. We respect all individuals and take pride in the work we do.



CREATIVITY

We encourage creativity, fun and believe in the value of innovation. Not only do we see new ways to create opportunities, but we act on them.



EQUITY

We strive for equity both in the way we work and in our communities. We work inclusively and provide solutions that increase access to opportunities.



SAFETY & WELLBEING

We are committed to a safe, supported, and empowered work environment that fosters the physical, social and emotional wellbeing of all.