



People & Pathways Coordinator Role

Civik People is a purpose-driven non-profit social enterprise dedicated to helping people with complex barriers build meaningful and sustainable careers. We support overlooked individuals through tailored training and transition programs, empowering them to thrive in the mainstream workforce and achieve their long-term career aspirations.

At the same time, we partner with employers to deliver customised recruitment and workforce solutions that improve access to diverse talent, enhance retention, and boost productivity. Our employer partners include some of Australia's most respected brands, who are committed to creating more inclusive workplaces.

Purpose of People & Pathways Coordinator Role:

Reporting to the Chief of Programs, the purpose of this role is to help those new to Australia, primarily refugees and humanitarian entrants, as well as others with complex barriers to employment to secure good, sustainable employment, while providing effective recruitment and support services to employers.

Defined Activity That Drives Success:

Developing Close Relationships with Employers

- Developing partnerships and close relationships with employers that are personable and underpinned by a strong level of customer service.
- Using email as a means to support or confirm our communications, rather than relying on it as our means of sustaining our relationship.
- Where possible, meet or work together in person with our client base, and talk through on phone rather than awaiting email responses.

Seek To Develop New Employer Partnerships:

- Continually seek out new reputable employers that may be a good fit for our jobseeker base.
- Seek referrals or introductions from existing networks.
- Attend networking events in your region.

Continually Build & Maintain Community Partnerships that Generate Talent

- Maintain strong and close relationships with our community partners that generate eligible talent for our opportunities and programs, and that deliver on our most immediate vacancies.



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- Continually seek out new partnerships, including those with grass-root organisations and education providers.

Proactive Recruitment

- Check our client's job boards weekly! Set up Seek job alerts for your base of employers.
- Continually build talent pipelines and promote talent to our employers in advance of vacancies being announced.

Understand Our Participants Talents, Ambitions & Barriers & Secure Consent

- Utilise our Personal Plan template to understand talents, ambitions and barriers so that we are strongly positioned to connect them with the right opportunity.
- Get consent for sharing data with government departments and prospective employers.

Help Our Participants Overcome Barriers to Employment

- Provide career development advice.
- Provide interview coaching as per our interview coaching processes developed with Career Voice (our career development partner).
- Support job applications (helping with resumes, cover letters and guiding participants through the application process)

Supporting Participants in Onboarding & Successful Job Commencement

- Being on hand to help participants with pre-employment processes, such as medicals, visa checks, police checks, online inductions and payroll set up.
- Help ensure participants who become new employees, settle into their new roles, and have the best experience possible, while being a liaison and support point to both the new employee and the supervisory and management team they are reporting into.

Providing Wrap-Around Support As Needed in First 3 to 6 Months of Employment

- Check in with participants who have started their new roles on a periodic basis, seeking feedback on their experience so far.
- Liaising with the employer on any feedback and working with both employer and new employee to overcome any early issues that can be resolved with a little bit of extra help.

Ensure Compliance with Employment & Reporting Systems

- On a weekly basis, keep DEX and Spreadsheet Tracking documents updated.

Leadership, Risk, and Safety

- Represent our team in a professional manner at all times and with all stakeholders.
- Contribute to a positive team culture to encourage great performance, personal growth and development with tailored support, mentorship, coaching and regular feedback.
- Foster and implement a commitment to continuous improvement within the organisation.
- Take every care for your safety at work and the health and safety of others.
- Comply with all policies and procedures.
- Work within Civik People's risk framework and always adopt a risk mindset.

Key Skills, Knowledge and Abilities

- Minimum Diploma-level qualifications in a relevant field (such as Community Development, Human Resources, Social Work, Psychology). Tertiary qualifications in these fields desirable.
- Previous application of self-determination theory in support practice, or similar methods that are focused on positive individual outcomes and goals achievement.
- An in-depth knowledge about the systemic issues that exist for the underserved in the community.
- Successful management of relationships with a broad range of people at all levels, industries, interests and from diverse backgrounds.
- Experience in managing workers to select and match for successful outcomes, finding creative and innovative ways to understand how people's strengths and capabilities can apply to the work required.
- Communicates with ease, simplicity and sincerity both verbally and in writing, and can adapt communication style to suit literacy, language and technological need.
- Experience working in or managing programs that cater for those who experience barriers to work such as those living with disability, culturally and linguistically diverse groups, and long-term unemployed.



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- Self-motivated, organised and able to work independently and without close supervision.
- Computer proficiency and every-day use of Microsoft Suite, videoconferencing technology.
- Ability to travel, with a minimum Class C Drivers Licence