

Vocational Coach – Carer Gateway



The purpose of this position

The **purpose** of the position is to work collaboratively with carers to support their readiness for employment, education, training, volunteering or self-employment. The role provides individualised coaching, goal planning and practical support to help participants identify strengths, address barriers and progress toward meaningful vocational outcomes. The Vocational Coach delivers a person-centred, strengths-based service and works with internal teams, community organisations, training providers and employers to promote sustainable pathways and positive participant outcomes.

About the position

- This position is within Ageing & Carers directorate. It is part of the Carer Gateway team.
- This position **reports to** the Team Leader.
- The position leads a team. The team includes [Click or tap here to enter text.](#)
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: Budget holder Has designated revenue or billing targets.
- This position maybe advertised externally as Career Coach.
- The position is a Individual Contributor level of the Capability Framework.

Key areas of responsibility

- Provide one-to-one and group vocational coaching sessions either face-to-face, over the phone or online.
- Develop, implement and review individual vocational plans that support progression toward education, employment, volunteering or self-employment goals.
- Support participants with practical job readiness activities, including resumes, applications, interview preparation, confidence building and career exploration.
- Undertake intake, assessment and goal setting activities to identify strengths, interests, capabilities and barriers to participation.
- Facilitate referrals and linkages to training providers, employers, community services and specialist support to address non-vocational and vocational barriers.
- Monitor participant progress, maintain accurate case notes and ensure timely documentation in relevant systems.
- Promote participant choice, dignity and self-determination through a culturally safe, inclusive and trauma-informed approach.
- Ensure service provision is in line with The Benevolent Society's practice frameworks, processes and business rules.
- Establish and maintain positive working relationships with individual carers and families which reflect consumer directed care principles, their rights and responsibilities.
- Document client services and collect all relevant data in accordance with TBS and Carer Gateway processes and procedures.

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- Work in accordance with the Professional Governance Framework to ensure the services and support we provide to our clients and each other are person centred, connected, effective and safe.

Capability Framework

The Capability Framework defines the essential knowledge, skills, behaviours and attributes individuals need to success in their roles. It provides the organisation with a shared language and clear expectations across all levels of the organisation. The Capability Framework can be accessed [here](#) internal document only. Key outcomes

When things are going well, we would expect to see these outcomes:

- Carers can access services in a timely way.
- Carers feel empowered to identify and action their own vocational needs and goals.
- Carers indicate they are satisfied with their service.
- Improved outcomes for carers are identified as an outcome of service delivery.

Key Criteria

- Relevant qualification in community services, career development, employment services, social work, psychology, education or a related discipline, or equivalent demonstrated experience.
- Experience supporting people with complex personal, social or vocational barriers is highly desirable.
- Demonstrated experience in coaching, employment services, case management, community services, vocational support or a related field.
- Ability to engage and motivate participants using a strengths-based, person-centred and outcome-focussed approach.
- Sound understanding of barriers to employment, education and participation and the ability to support participants to navigate these barriers.
- Strong interpersonal, communication and relationship-building skills with the ability to work effectively with diverse stakeholders.
- Ability to prepare accurate documentation, maintain records and use client management system.
- Demonstrated organisational and time management skills, including the ability to manage competing priorities and meet deadlines.
- Commitment to inclusive practice, cultural safety, confidentiality and professional boundaries.
- Ability to work both independently and collaboratively within a multidisciplinary team environment.
- Excellent understanding of carers issues in the domains of work and health and how these affect quality of life.
- Ability to articulate and share personal strategies for self-care, safety and wellbeing.
- Knowledge of carer services and common support systems such as NDIS, My Aged Care and relevant mental health services would be advantageous.
- Understanding the needs of diverse communities such as Aboriginal and Torres Strait Islander, culturally and linguistically diverse (CALD), and gay, lesbian, bisexual, transgender and intersex (LGBTI) communities.

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People who know this position say that

People who know this position say the things that might make your day are:

- Witnessing carer's growing sense of empowerment and capacity to manage own needs.
- Supporting carers to be flexible and creative in finding solutions/resources.
- Reflecting on positive feedback when suggestions have been helpful

People who know this position say some key challenges you might experience are:

- Ensuring self-care to prevent burn out.
- Managing stakeholder expectations with limited resources.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

- | | |
|---|---|
| <input type="checkbox"/> Overnight travel/stays. | <input type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input checked="" type="checkbox"/> Evening work. |
| <input checked="" type="checkbox"/> Travel to clients (varied locations). | <input type="checkbox"/> Special event support. |
| <input checked="" type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input checked="" type="checkbox"/> Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Client Support Partners
- Support Centre
- Counsellors and Coaches
- Delivery partners
- Managers

Outside The Benevolent Society:

- Carers and their families
- Other service providers and agencies
- Employment and training services