



## position description

<b>Job Title:</b>	Job Placement Coach
<b>Position ID:</b>	6726
<b>Location:</b>	Yuggera/Tuurbal   Upper Mount Gravatt
<b>Division/Programme:</b>	Client Services/Employment Services
<b>Immediate Manager:</b>	Team Leader

### about us

**yourtown** is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

### purpose of the position

The Job Placement Coach will provide individually tailored employment related services to young people to increase their work readiness and place them into ongoing sustainable employment.

### responsibilities

May include, but are not limited to:

- Work collaboratively with the team to deliver quality services that enhance the lives of young people by focusing on their strengths and inherent abilities:
  - Deliver services which are individually focused in recognition that every young person is unique.
  - Deliver services that are outcome focused, professional and aligned with child guarding requirements.
  - Create opportunities for changes in lives of young people through enhanced employment and education outcomes. This includes but is not limited to assisting young people to gain work ready tools such as Resume, Tax File Number, etc.
- Undertake all tasks that support the intake, assessment, and planning phase with young people, including:
  - Conduct both individual and group interviews and intakes, providing all relevant program and service.
  - Conduct a quality and comprehensive initial assessment of the young person's needs, work readiness and goals using available tools.



- Helping the young person identify their skills, abilities and roles that suit and work alongside them to develop an agreed plan to achieve their goal.
- Creating and implementing a clear pathway for a young person through job plans that include, but aren't limited to referral to education opportunities, d pathways to employment or further study.
- Increasing the young person's capacity for employment (through training, referral to counselling or other support services and coaching in job search skills).
- Work collaboratively with internal teams to leverage existing stakeholder relationships and contacts.
- Actively marketing young people to potential employers utilising a variety of methods including cold calling, reverse marketing, industry networking, advertising analysis, internet research and social media.
- Actively promote and place young people into work experience opportunities and employment vacancies appropriate to their abilities and interests.
- Assist young people to undertake effective job seeking activities to increase their chance of success in securing employment.
- Maintain records and ensure compliance to systems and program guidelines.
- Continue to ensure young people in work are well supported to enable them to maintain ongoing sustainable employment through:
  - Pro-active and "interested" contact with the young person and their employer.
  - Providing support and advice to assist in employment continuance.
- Work within organisational frameworks:
  - Understand a diverse range of challenges affecting disadvantaged young people in securing sustainable employment.
  - Understand and meet quality and complaint requirements as per contractual obligations.
  - Understand and adhere to Federal and State legislative requirements.
  - Establish and maintain professional and productive relationships with internal and external stakeholders.
  - Achieve individual KPI's and team goals to meet outcome targets set for the workplace and delivery contract/ program requirements.
  - Establish and maintain professional and productive relationships with internal and external stakeholders.
- Participate in and meet the expectations of regular immersion visits to employers.
  - Build and maintain local labour market knowledge, and an understanding of employer needs and perspectives through regular immersion visits.
  - Identify Employers of interest, and approach and develop a professional relationship to schedule a suitable date and time to conduct an immersion activity.
  - Maintain system database as determined by the organisation on your experience and new information gathered from the immersion activity and share as required.
- Be committed to personal growth and learning through self-assessment and accessing available resources externally and internally.



- Promote and effectively use a range of social media and website opportunities to promote and engage with young people, employers and community including providing images of, and information about, you.
- Be adaptable with working hours to accommodate service needs; assist with events, including breakfasts, after hours and site activities on Thursday night and Saturday on a roster if required.
- Participate in and meet the requirements for Practice Supervision and Client Skills Training.
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations including:
  - Maintaining currency of knowledge with regards to relevant legislation, professional practice and emerging trends to ensure advice is current and effective.
  - Participating in other duties and cross-functional teams as may be required, in order to achieve efficient and effective **yourtown** services.
  - Participating in and meeting the expectations as agreed pursuant to the Organisational Performance System processes.
  - From time to time be required to assist in other locations and travel intrastate, or interstate, as required.

at **yourtown** our team members:

- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement.
- Invest in their own ongoing professional development and leadership capability through active learning, seeking and giving feedback, and participating in **yourtown** leadership impact opportunities.
- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce.
- Engage respectfully and meaningfully with Aboriginal and Torres Strait Islander communities, stakeholders, clients, and colleagues. Actively support initiatives identified in **yourtown's** Stretch Reconciliation Action Plan 2023 – 2025.

selection criteria

*Essential knowledge, skills, abilities:*

- Tertiary qualifications in a relevant field with a minimum two (2) years' experience in Employment Services, training or case management; or a minimum four (4) years specialised experience within a relevant industry.
- Demonstrated understanding of the local labour market as well as the challenges to employment faced by disadvantaged young people.
- Demonstrated ability to successfully utilise group facilitation/workshop skills to gain employment outcomes for young people.
- Ability to self-start and self-motivate as well as a capacity to successfully provide a variety Employment Service functions to disadvantaged young people to support them to gain sustainable employment.



- Well-developed interpersonal skills and the ability to build rapport with and motivate young people.
- Strong time management skills, problem solving skills, organisational skills and the ability to manage multiple tasks with competing priorities.
- Demonstrate an understanding of and commitment to the opportunities for change in the lives young people available through enhanced employment, education and training outcomes.
- Computer literate, high digital and administrative skills, and demonstrated attention to detail with a commitment to accuracy and quality.

requirements

The Job Placement Coach must always:

- Comply with the relevant state or territory requirements for working with children.
- Maintain satisfactory National Criminal History Check.
- Possess an unrestricted current Driver's Licence.
- Comply with **yourtown** immunisations requirements.
- Demonstrate professional conduct, behaviour and communication that is in line with **yourtown's** Values and Behaviours as outlined in the Code of Conduct.
- Maintain confidentiality and discretion in all matters.
- Align to our mutuality of safety for self, others, and in our workplaces.
- Uphold the **yourtown** safeguarding commitment in every aspect of your role.

Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
1.1	Gina Hales People & Culture Business Partner	10/07/2024	10/07/2024	10/07/2024 - moved to updated template, no changes to content.