



### **Position Description**

Position:	<b>Refugee Employment Mentor</b>
Reporting to:	Economic Pathways Coordinator
Location:	Primary location is Epping with several outreach locations
Type:	0.8-1.0 FTE (negotiable)
Award/Level:	SCHADS Award, Level 4
Date:	June 2026

### **Organisational Context**

Whittlesea Community Connections (WCC) is a place based, community-led organisation committed to empowering individuals and groups experiencing disadvantage, isolation or barriers to social and economic participation. WCC delivers free, confidential, and impartial services that respond to the needs of Whittlesea's diverse and rapidly growing communities.

Whittlesea Community Connections works to build and strengthen the community and break down barriers so that all residents, regardless of culture, gender, race, age or sexual orientation, can access information and life's essentials such as food, healthcare, jobs, justice, social support and education.

Our strategic priorities are:

- Women achieve equitable life outcomes and are free from Family Violence
- Young people have a sense of belonging and a voice in their community
- There is equitable access to employment opportunities within a sustainable local economy
- People lead healthy lives connected to community and services
- Whittlesea is a resilient community that is empowered to protect, prepare and adapt to a changing local environment in partnership with our First Nations and diverse communities

### **Position Rationale**

The Refugee Employment Mentor supports the delivery of WCC's Economic Pathways to Refugee Integration Program (EPRI), which is designed to support, connect and engage refugees with low skills and/or low English proficiency in employment and training pathways.

The role provides mentoring, guidance and practical support to participants, helping them build confidence, develop employability skills and navigate pathways to education, training and employment. The Mentor works closely with participants, staff, volunteers and external stakeholders to ensure high-quality, safe and inclusive program delivery. The role also contributes to participant engagement, program activities, and positive settlement and employment outcomes.

### **Accountability**

The Refugee Employment Mentor is accountable to the Economic Pathways Coordinator through regular supervision, reporting and performance review processes.

## **Key Responsibilities**

### **Participant Mentoring and Support**

- Provide mentoring and practical support to EPRI participants to achieve employment, education, training and self-employment goals.
- Assist participants to identify strengths, build skills and overcome barriers.
- Support referrals and access to relevant services and opportunities.
- Maintain accurate participant records and case notes.

### **Program Delivery and Engagement**

- Facilitate workshops, group activities, and community engagement initiatives.
- Build positive relationships with participants from diverse backgrounds.
- Support participant recruitment, engagement and retention.
- Ensure services are safe, inclusive, and culturally responsive.

### **Employment and Business Pathways**

- Support participants to access employment, education, training and small business opportunities.
- Assist with job readiness activities, including resumes, interviews and digital skills.
- Provide information, mentoring and referrals to support participants interested in starting or growing a business.
- Develop and maintain relationships with employers, training providers, business networks and community partners.

### **Partnerships and Program Improvement**

- Contribute to program reporting, evaluation and continuous improvement.
- Participate in community networks and stakeholder engagement activities.
- Identify service gaps and opportunities to improve participant outcomes.
- Work collaboratively with staff, volunteers and external stakeholders.

### **Key Selection Criteria – Essential**

- Tertiary qualification and/or equivalent 2+ years experience in settlement, community development, social work, (employment services, training, community engagement or a related field)
- Fluent in Arabic
- Demonstrated knowledge of the outer northern Melbourne employment market, including an understanding of the needs of refugee job seekers and employers' expectations.
- Experience in providing case management support to newly arrived refugees particularly within cross-cultural settings
- Well-developed interpersonal skills, with the ability to understand and respond to a range of client needs using a trauma informed, client-centred approach, and to manage sensitive and complex issues appropriately
- Strong communication skills, with the ability to engage effectively with people from diverse backgrounds and tailor communication to suit different cohorts, both verbally and in writing.
- Ability to plan and manage multiple tasks independently and as part of a team, and collaborate effectively to achieve outcomes

**Salary and Conditions**

- Conditions are in accordance with the Social, Community, Home Care and Disability Services (SCHADS) Industry Award 2010, Level 4
- This position is offered as a 0.8 - 1.0 FTE (30.4-38 hours a week negotiable).
- This is a fixed-term contract until the end of June 2027
- Salary plus superannuation and leave loading
- Salary packaging available
- The successful applicant will be required to enter an employment contract and maintain successful Police and Working with Children's checks.
- WCC is an equal opportunity employer and child safe organisation.
- The worker is required to use their own vehicle for work purposes from time to time. A kilometre allowance in accordance with the ATO is provided.
- Occasional after-hours work may be required

People with lived experience of seeking asylum, coming to Australia as refugees or skilled migrants are encouraged to apply.