



position description

Job Title:	Member Care Consultant
Position ID:	6697
Location:	Yuggera/Tuurbal Milton
Division/Programme:	Shared Services
Immediate Manager:	Member Care Coordinator

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.

yourtown has a zero-tolerance approach to abuse and we believe that Safeguarding is a shared responsibility of all, for all.

purpose of the position

The Member Care Consultant will work across various facets of providing individually tailored employment related services to young people, aimed at assisting them to achieve ongoing employment outcomes consistent with their individual needs and abilities.

responsibilities

May include, but are not limited 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 safety requirements.
 - Create opportunities for changes in lives of young people through enhanced employment and education outcomes.
- Post Placement Support
 - Gather the appropriate evidence for young people in employment in order for **yourtown** to make a claim.
 - Maintain regular contact and communication with **yourtown** clients, Employers and **yourtown** employment services sites to ensure that any concerns or problems are resolved efficiently and effectively.

- Achieve minimum performance targets based on program outcome requirements.
- Facilitate discussions between the Centralised Post Placement Support Centre and **yourtown** employment services sites and other relevant business units to ensure proactive and responsive actions are taken to ensure maximum outcomes.
- Actively promote, monitor and ensure establishment of wage subsidy offers to all Employers of eligible young people, including overseeing the preparation and management of associated paperwork.
- Understand and meet quality and compliance requirements as per contractual obligations.
- Provide the participant with mentoring and support to help them improve their workplace skills, practical issues (such as organising transport), or resolving workplace problems as required.
- Provide employers with support to resolve workplace problems and develop joint strategies and interventions to assist retention of the employment placement.
- Work within organisational frameworks
 - Understand a diverse range of challenges affecting disadvantaged young people in securing sustainable employment.
 - Understand and meet quality and compliance 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 deliver contract/ program requirements.
- 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.
- 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 Framework.
 - From time to time 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:

- Certificate level qualifications in a relevant field with a minimum two years' experience in Employment Services, training or case management; or a minimum four 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.
- Capacity to successfully provide a variety Employment Service functions to disadvantaged young people to transition them into sustainable employment.
- Well developed interpersonal skills and the ability to build rapport with and motivate young people.
- Strong time management 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, sound administrative skills, and demonstrated attention to detail with a commitment to accuracy and quality.

requirements

The Member Care Consultant 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's** immunisation procedure.
- Demonstrate conduct compliant with **yourtown's** Code of Conduct.
- Maintain confidentiality and discretion in all matters.
- Align to the mutuality of safety and wellbeing for self and others in all **yourtown** workplaces and work related activities.



- Uphold the **yourtown** safeguarding commitment in every aspect of their role.

Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
V.1.0	Emily Willis HRBP <u>P&C BP</u>	07/06/2024	07/06/2027	Refreshed to the new template. TT