

POSITION DESCRIPTION



Industry Engagement Specialist

Western Pathways

About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE:	Industry Engagement Specialist
PROGRAM:	Western Pathways Program
LOCATION:	Sunshine - travel to all service delivery sites as required
REPORTING RELATIONSHIPS:	This position reports directly to the Manager Western Pathways Program
EFFECTIVE DATE:	1 January 2026

Position Purpose

The Industry Engagement Specialist (IES) plays a key role in the Western Pathways Program by developing and maintaining strong relationships with local employers and industry across Western Melbourne. The IES supports participant-centred employment pathways by identifying suitable job opportunities, facilitating recruitment and onboarding, and providing ongoing support to both participants and employers.

The purpose of this role is to ensure participants experience smooth and sustainable transitions into employment, education, or training by aligning individual goals and strengths with local workforce needs. The IES contributes to a place-based, community-led approach by collaborating with industry, cultural organisations, and community stakeholders to create tailored, long-term workforce solutions that support social and economic inclusion.

Program Purpose

Jesuit Community College is a nationally Registered Training Organisation (TOID 21800) and Victorian Learn Local Provider. It is a key initiative of Jesuit Social Services, supporting people who face significant barriers to further learning and, or access to, employment as a result of their previous educational experience.

The College puts strong emphasis on providing flexible and supported training to meet individual learner needs, which provides opportunities for learners to develop their skills and which creates an education and training pathway that supports learners move towards further study, work or further involvement in their community.

The College engages with and supports people from a range of social and cultural backgrounds, to enter or re-enter education and training. Many of these people face multiple and complex barriers to successful participation in education, training and employment. These people include early school leavers, those who are unemployed, indigenous Australians, people from culturally and linguistically diverse communities, people with multiple and complex needs, people at risk of homelessness, and people who have been engaged in the justice system.

Western Pathways Program

Western Pathways is an engagement and diversionary program designed to respond to community concerns about increasing social and economic disadvantage and its connection to negative social and community behaviours across Melbourne's western region. The program supports people experiencing economic and social exclusion, with a strong focus on young people aged 15–24 and their families who are facing unemployment and increasing cost-of-living pressures. Through early intervention and prevention, Western Pathways works with individuals and families before offending occurs, supporting positive choices, reducing risk factors associated with antisocial behaviour, and strengthening community safety and wellbeing.

The program delivers a participant-centred service from initial engagement through to further education, training or employment. Tailored pathways are developed in partnership with each participant, aligning individual aspirations with workforce and community needs while ensuring access to holistic supports that promote health, mental health, family stability and overall wellbeing. Central to Western Pathways is the development of trust-based, culturally safe relationships that enable staff to understand participants' goals and circumstances and respond effectively. Referrals are sourced from Victoria Police (including Proactive Policing Units), youth and community organisations, cultural organisations, courts, government

agencies and families. Engagement is voluntary and does not impact existing welfare or support arrangements. The ultimate objective of Western Pathways is to improve long-term employment and wellbeing outcomes, reduce intergenerational disadvantage, and promote positive community engagement and participation across Melbourne's west.

Job Summary

The Industry Engagement Specialist (IES) plays a critical role in connecting participants with local employers and industry across the Western Melbourne corridors. The IES will build and maintain strong employer networks, identify suitable employment opportunities, and support participants through recruitment, placement, and retention stages. This role ensures pathways are tailored to both participant needs and local workforce demand, contributing to long-term sustainable employment outcomes.

Duties of the position

1. (Employer, Training & Education Provider Engagement
 - Build and maintain strong relationships with local employers, training providers, TAFEs, RTOs, and education institutions across Western Melbourne.
 - Promote the Western Pathways Program and create collaborative pathways into employment, training, and education.
 - Ensure employers and training providers are aligned on participant needs, entry requirements, and workplace expectations.
2. Labour Market Intelligence & Pathway Mapping
 - Monitor local labour market trends and emerging industry training needs.
 - Identify and map training and education opportunities that align with participant goals and local workforce demand.
 - Support development of pathways into apprenticeships, traineeships, and accredited training programs.
3. Job Matching & Participant Support
 - Work closely with participants and the Pathways team to identify training, education, and employment readiness.
 - Match participants to appropriate job and training opportunities based on skills, interests, and readiness.
 - Support participants in preparing for applications, interviews, and training enrolment processes.
4. Placement, Onboarding & Training Coordination
 - Coordinate recruitment and placement processes between employers, training providers, and participants.
 - Support participants through enrolment, induction, and transition into training or education pathways.
 - Ensure participants meet eligibility requirements for training and education programs (e.g., pre-requisites, certifications, funding eligibility).
5. Ongoing Support & Retention

- Provide ongoing support to participants and employers during placement and training.
- Conduct workplace visits and check-ins to support retention and address challenges.
- Support employers and training providers with inclusive workplace practices and culturally responsive approaches.

6. Community & Place-Based Collaboration

- Engage with community and cultural organisations to strengthen access to education and training pathways.
- Participate in community outreach activities to promote training and education opportunities.

7. Administration & Reporting

- Maintain accurate records of employer, training provider, and participant outcomes.
- Provide regular reports on training, education, and employment outcomes and local workforce needs. |

Key Selection Criteria

- (Proven experience in employer engagement, recruitment, or workforce development, with strong knowledge of local labour market conditions in Western Melbourne.
- Demonstrated ability to build and maintain relationships with training and education providers, including TAFEs, RTOs, and community education organisations.
- Experience working with diverse community groups, including multicultural communities, young people, and participants with complex needs.
- Strong understanding of training pathways, apprenticeship/traineeship models, and education entry requirements.
- Highly developed communication, negotiation, and stakeholder management skills, with ability to coordinate multi-stakeholder pathways.
- Ability to work in a participant-centred and trauma-informed manner, with a focus on trust, respect, and tailored support.

Ability to conduct oneself and undertake role responsibilities in a way which reflects and upholds the organisation's identity and ethos (as encapsulated in our purpose, vision, mission and values).

Capacity to engage in reflective processes that are aimed at strengthening and deepening a collective commitment to the organisation's identity and ethos. |

Key Performance Indicators

1. Employer & Provider Engagement

Measure: Number of active employer and training/education provider partnerships established and maintained.

Target: Maintain a minimum of 20–30 active partnerships per quarter.

2. Job & Training Opportunity Identification

Measure: Number of suitable employment, training, and education opportunities identified and matched to participants.

Target: Identify and match a minimum of 20 opportunities per month (based on cohort size).

3. Placement, Training & Education

Measure: Participants achieving employment, training enrolment, or education placement

Target: Placement of 15 participants per month.

4. Employer, Participant & Provider Satisfaction

Measure: Satisfaction ratings from employers, participants, and training/education providers.

Target: ≥80% satisfaction across stakeholders.

Key responsibilities of Jesuit Social Services Employees

Our organisational identity and ethos

The work of Jesuit Social Services is informed by Catholic Social Teaching and our Jesuit tradition of respecting the preciousness of each human being, walking with the disregarded, and caring for the earth.

All employees are responsible for:

- Demonstrating an understanding of, and a capacity to uphold Jesuit Social Services' organisational identity and ethos (as encapsulated in our purpose, vision, mission and values) in the execution of their role responsibilities.

Service delivery/ Practice Framework (program delivery roles)

- Engage and build positive and constructive relationships with internal and external stakeholders and program participants
- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position

- Other duties as required.

Service delivery/ Practice Framework (shared services roles)

- Engage and build positive and constructive relationships with internal and external stakeholders
- Deliver services consistent with shared services guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

Team work and supervision (program delivery roles)

- Work effectively as part of a team, contributing to group outputs and reflective practice
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

Teamwork and supervision (shared services roles)

- Work effectively as part of a team, contributing to group outputs
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities. |

Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

Diversity and Inclusion

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory

Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Valid and current Australian Drivers Licence |
- Proof of eligibility to work in Australia

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Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

Ecological Justice

Jesuit Social Services is committed to ecological justice, which is the intersection of social and environmental justice. We strive to protect, nurture and restore healthy and equitable relationships between people, place and planet which, when damaged, lead to disadvantage, poverty, inequality, prejudice, and exclusion. This commitment is embedded in our organisational culture, program practice, advocacy and our business processes.

Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

Employee Acknowledgement

I, _____ (please print name) acknowledge that I have read and understood the contents of this position description.

Employee Signature:

Date: _____

Position Description Approved by:

GM/Director or ED

Position Description Review Date:

October 2026