

Human Resources

Position Description



Position Title:	Performance Mentor and Trainer: Inclusive Employment Australia
Accountable To:	Capability and Performance Manager: Inclusive Employment Australia
Location:	IEA sites – South Australia and Western Australia
Hours:	76 hours per fortnight but subject to Organisational requirements

Position Overview

The Performance Trainer and Mentor: Inclusive Employment Australia (IEA) is responsible for building frontline capability and driving performance outcomes across the full-service delivery model. Working under the direction of the Capability and Performance Manager: IEA, this role delivers targeted training, coaching, mentoring and performance support to ensure staff consistently achieve contractual, quality and organisational outcomes. The role supports the implementation of national capability strategies while remaining responsive to emerging operational priorities, performance trends and service delivery needs.

The Performance Mentor and Trainer: Inclusive Employment Australia operates flexibly across all areas of the IEA service delivery model including Participant activation and engagement, placements, ongoing support (OS), post placement support (PPS), claims, compliance and quality frameworks. This position is instrumental in embedding best practice, strengthening staff capability, and supporting continuous improvement initiatives aligned to the Organisation's Global Services Model (GSM) and broader operational pillars.

Personal Attributes

You are a highly adaptable and outcomes-focused capability builder who thrives in dynamic environments. You are confident working across multiple operational priorities, able to pivot focus based on performance needs and organisational direction. You are an engaging facilitator, coach and mentor who builds trust and capability within teams. You communicate complex concepts clearly and tailor your approach to suit diverse audiences. You are solutions-oriented, proactive and collaborative, with a strong commitment to continuous improvement, service quality and participant outcomes.

Responsibilities:

The Performance Mentor and Trainer: Inclusive Employment Australia is responsible to:

People:

- Deliver structured and informal training, coaching and mentoring to build staff capability across all areas of IEA service delivery
- Support the induction, onboarding and probation of new staff through targeted learning and development activities
- Establish and maintain strong, collaborative relationships with IEA Employment Service Area Managers and frontline teams
- Build staff capability to understand and achieve KPI expectations across the Participant lifecycle
- Facilitate individual and group learning interventions to address capability gaps and reinforce best practice
- Support the development of a positive, performance-focused and capability-driven team culture
- Engage and influence staff through effective communication, coaching and mentoring approaches
- Identify, promote and share positive stories of Participant progress

Performance:

- Support the Capability and Performance Manager: IEA and operational leaders to implement performance improvement strategies
- Identify performance gaps and contribute to practical solutions to address performance shortfalls
- Provide targeted performance uplift support to teams, sites or specific service delivery areas
- Deliver capability support across key operational areas including:
 - Participant engagement and servicing
 - Post Placement Support (PPS)
 - Ongoing Support (OS)
 - Claims and outcome conversions
 - Contract quality assurance and compliance
- Reinforce effective use of data, reporting and performance frameworks to guide staff practice

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- Design, develop and deliver training materials and tools aligned to contractual and operational priorities
- Support the consistent application of service delivery approaches aligned to the GSM and organisational operating model

Profit:

- Coach and support staff in the effective and compliant use of Participant expenditure to maximise outcomes
- Support performance uplift initiatives aimed at increasing outcome achievement, conversions and revenue performance
- Work collaboratively with the Post Placement Support and Claims team to strengthen conversion rates and reduce outstanding or overdue claims
- Reinforce practices that contribute to sustainable financial performance across the contract
- Contribute to initiatives that improve efficiency, productivity and value across service delivery

Quality:

- Promote and embed a culture of quality, compliance and continuous improvement
- Support staff to meet contractual, legislative and organisational requirements
- Provide subject matter expertise in IEA Deed, Guidelines, Performance Framework and organisational processes
- Work alongside the Human Resources Department to prepare sites and services for annual external and internal audits
- Assist in implementing improvement actions arising from audits, assurance activities and performance reviews
- Support consistency of service delivery and adherence to best practice standards
- With the Human Resources Department, contribute to the maintenance and continuous improvement of the Organisation's Quality Management System
- Provide technical support in Government IT systems, internal platforms and reporting tools

Other:

- Undertake targeted projects and activities aligned to organisational priorities and operational pillars
- Flexibly allocate effort across different workstreams based on performance needs (e.g. OS uplift, PPS focus, onboarding, compliance or performance recovery)
- Support pilot programs, innovation initiatives and new service delivery approaches
- Participate in meetings, professional development and organisational activities as required
- Promote the Organisation and its services, maintaining a professional profile at all times
- Perform other duties as directed

Quality Standards, Regulations and Responsibilities:

The Performance Mentor and Trainer: Inclusive Employment Australia is responsible for complying with the following regulations, standards and codes:

- The Organisation's Policies and Procedures
- Inclusive Employment Australia DEED, Guidelines and Performance Framework
- National Standards for Disability Services (NSDS)
- The Government authority Contractual requirements
- The Government authority Code of Practice and relevant Service Guarantees
- The Government authority Complaints Procedure
- The Government authority Agreement and Guidelines
- ISO 9001: 2015
- ISO 27001: 2022
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations
- The Organisation's Work Health and Safety System and Work health and Safety Act 2012

Qualifications:

- Extensive experience in Inclusive Employment Australia, similar Government contracted employment or disability services
- Qualifications in Employment or Human Services, Training, Human Resources, Business or similar an advantage, but not essential

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Key Skills/Attributes:

- Exceptional understanding of the IEA Deed and Guidelines and the ability to interpret contract requirements
- An exceptional understanding of KPIs and targets to achieve/exceed performance objectives
- Excellent organisational and data analysis skills
- Excellent interpersonal and negotiation skills
- Strong facilitation and or coaching skills
- Strong leadership, influencing, motivating and staff development skills
- Demonstrated ability to effectively communicate and collaborate at all levels with staff, management and stakeholders
- Demonstrated ability to analyse performance requirements and develop training materials to support process implementation, change management and staff development
- Knowledge of relevant legislation including Child Safety, Anti-discrimination, Equal Employment Opportunity, Privacy and Freedom of Information
- Highly developed IT knowledge (proficiency across the MS suite, including Teams) and capacity to work with the Government Authority's IT system
- Knowledge and experience working with people living with disability, Youth, Indigenous and CALD Participants
- An impeccable reputation for honesty, trustworthiness and fiduciary integrity

Additional Factors:

- This position may require interstate travel as well as occasional attendance at meetings or training outside normal business hours.
- An expectation of attendance and or facilitation of activities in-person as well as online (MS Teams or similar)
- Driver's licence and own transport is essential as travel between locations will be required
- National Police Clearance prior to commencing employment
- Working with Children Check

Selection Criteria

- Proven ability to work as part of a dynamic, targets and outcomes-focussed team as well as operating autonomously
- Highly developed communication, interpersonal and liaison skills with a strong emphasis on staff leadership, motivation and developing high performing teams
- Extensive experience in Inclusive Employment Services with proven ability to perform roles of responsibility across multiple geographic locations
- Exceptional understanding of the government funded employment programs and an ability to interpret contract and performance requirements
- The ability to anticipate and problem solve in a fast-paced environment
- Strong coaching, mentoring and staff development skills including a demonstrated understanding of effective performance management intervention strategies
- An ability to encourage and ensure a quality culture for maximising quality, performance, continuous improvement and facilitate best practice across the organisation