

# Human Resources

## Position Description



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<b>Position Title:</b>	Youth Peer Mentor: Transition to Work
<b>Responsible To:</b>	Employment Region Manager: Transition to Work
<b>Location:</b>	Status Employment Services Sites
<b>Hours:</b>	76 hours per fortnight but subject to organisational requirements

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### **Position Overview**

The Youth Peer Mentor: Transition to Work (TtW) is responsible for building and developing positive relationships for TtW Participants engaged in the Organisations services, providing support and mentoring that enables the TtW Participants to successfully partake in education and employment. The Youth Peer Mentor: Transition to Work will work alongside TtW Participants and be primary in giving voice to their views and facilitating their contribution to the design of the services they receive. The Youth Peer Mentor: Transition to Work will contribute and implement initiatives that enhance TtW Participant's engagement and ongoing linkages to community in order to strengthen their pathway to education and employment.

### **Personal Attributes**

You will be a person-centred, engaging and empathetic individual, who is highly skilled in interpersonal communication, social interaction and active listening that interlink with young people and their cultural needs. You will be able to build strong relationships, demonstrate empathy for young people and understand the importance of clear professional boundaries. You must be a flexible, outcome-focused individual and possess a can-do attitude. You will be able to interact with all stakeholders, ensuring the best possible education and employment outcomes for all parties.

### **Responsibilities**

The Youth Peer Mentor: Transition to Work will be responsible for:

- Ensuring all Key Performance Indicators (KPI) are achieved
- Designing, developing and facilitating Status' youth advisory groups
- Attracting key community stakeholders that will support TtW Participants on their pathway to education and employment
- Developing and maintaining relationships with local school networks and their youth support staff
- Developing, engaging and maintaining links with associated and relevant youth support agencies, mental health providers and other key stakeholders
- Providing individualised and personalised support during the Post Education and/or Employment Placement Support phase to facilitate additional interventions to sustain TtW Participant engagement
- Developing ongoing relationships, and collaborating with the Status Facilitation Team members
- Coordinating youth engagement activities and events for TtW Participants and staff, including Youth Week
- Actively marketing and promoting the Organisations services where appropriate
- Accurately documenting, recording and maintaining detailed case notes and progress reports in accordance with the Government Authority guidelines and in line with the Status Quality Management System.
- Conducting administrative activities consistent with the Organisations policies and procedures
- Participating in professional development and training as required
- Participating in Status meetings and functions as required
- Any other duties as directed by the Employment Region Manager: TtW

### **Quality Standards, Regulations and Responsibilities**

The Youth Peer Mentor: Transition to Work is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Organisation's Policies and Procedures
- Performance and Quality Framework
- Government Authority Contractual requirements
- Government Authority Code of Practice and relevant Service Guarantee
- Government Authority Complaints Procedures

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- Government Authority Deed and Guidelines
- ISO 9001
- ISO 27001
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations
- The Organisations Work Health and Safety System and Work Health and Safety Act 2012

### **Qualifications & Experience**

- Relevant experience in youth support services or similar industry
- Qualifications in Community Development, Youth Work, Behavioural or Social Sciences an advantage but not essential

### **Key Skills/Attributes**

- Demonstrated ability to engage with young people from diverse backgrounds
- Developed level of communication, interpersonal and negotiation skills
- Good problem solving and conflict resolution skills
- Able to build and maintain long-term relationships with key stakeholders
- Understanding of barriers faced by young people
- Excellent organisational skills
- An impeccable reputation for honesty, trustworthiness and fiduciary integrity
- Computer literate in Microsoft Office, Outlook, internet and databases systems

### **Additional Factors**

- The position may require occasional attendance at meetings or training outside normal business hours
- National Police Clearance prior to commencing employment
- Working with Children Check
- Driver's license is essential
- Current COVID-19 vaccination schedule

### **Selection Criteria**

- Experience in youth support services
- Developed communication, interpersonal and negotiation skills with a strong emphasis on engaging young people whilst supporting them to maintain education or employment
- Demonstrated ability to liaise with community and key stakeholders
- Proven ability to work as part of a dynamic, target and outcomes-focussed team as well as operating autonomously.