

# Human Resources

## Position Description



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<b>Position Title:</b>	Post Placement Support Mentor: Transition to Work (TtW)
<b>Responsible To:</b>	Employment Region Manager: TtW or Performance Manager: TtW
<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 Post Placement Support Mentor: TtW is responsible for providing effective supports and interventions to Transition to Work Participants in order to facilitate successful and sustainable engagement in employment and education. The role will identify fall out and disengagement risks and proactively work alongside Participants, Employers and Registered Training Organisations to maximise sustainable outcomes. The Post Placement Support Mentor: TtW will provide support and interventions in the workplace and training locations, utilising resources from internal stakeholders and external community support services.

### **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 engages and motivates young people according to their individual and cultural needs. You will be able to build strong relationships, demonstrate empathy for young people and understand the importance of sustained education and employment. 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 Post Placement Support Mentor: TtW will be responsible for:

- Ensure all Key Performance Indicators (KPI) are achieved
- Provide individualised and tailored support to Participants during the education and/or employment Post Placement Support (PPS) phase
- Facilitate additional interventions to sustain Participant engagement in education and/or employment
- Undertake Participant PPS Risk Assessments (RA) to deliver tailored and intensive PPS supports
- Develop and maintain relationships with Employers and Registered Training Organisations (RTO) to facilitate in person and on location PPS interventions
- Negotiate and intervene with employers where a change of employment conditions is required
- Attract key community stakeholders and relevant youth and mental health agencies that will support Participants in sustaining Education and Employment
- Collect outcome claims evidence from Participants, Employers and/or RTO's to support claims processing
- Identify and collaborate with operational staff to overcome barriers that may impact the sustainability of a Participants education and/or employment
- Deliver services to Participants in accordance with the Organisations' Global Services Model
- Develop ongoing relationships, and collaborating with the Organisations' Facilitation Team members
- Accurately document, record and maintain detailed case notes and progress reports in accordance with the Government Authority guidelines and in line with the Organisations' Quality Management System.
- Conduct administrative activities consistent with the Organisations policies and procedures
- Participate in professional development and training as required
- Participate in Organisational meetings and functions as required
- Any other duties as directed by the Employment Region Manager: TtW or Performance Manager: TtW

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

The Post Placement Support Mentor: TtW is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Organisation's Policies and Procedures
- Performance and Quality Framework

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- Government Authority Contractual requirements
- Government Authority Code of Practice and relevant Service Guarantee
- Government Authority Complaints Procedures
- Government Authority Deed and Guidelines
- ISO/IEC 27001:2023 Information Security Management System
- ISO:9001 Quality Management System
- The Organisations Work Health and Safety System
- Work Health and Safety Act 2012
- Relevant Commonwealth and State Legislation
- Appropriate Authority Guidelines
- Relevant legal, professional and ethical obligations

### **Qualifications & Experience**

- Relevant experience in youth support services, employment 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.