

Human Resources

Position Description



Position Title:	Performance Mentor and Trainer: Transition to Work
Accountable To:	Capability and Performance Manager: Transition to Work
Location:	Employment Services sites
Hours:	76 hours per fortnight but subject to Organisational requirements

Position Overview

The Performance Mentor and Trainer plays a key role in driving quality and performance outcomes for the Transition to Work (TtW) program. This role ensures the successful implementation of performance and quality improvement strategies aligned with the Organisation's Global Service Model (GSM). You will support new and existing staff to deliver high quality services to TtW Participants, meeting and exceeding contractual and organisational standards through the delivery of targeted training and mentoring activities. A key responsibility is embedding best practice and continuous improvement within teams across all Employment Regions. This involves working closely with Employment Region Managers and Site Managers to strengthen team capability and ensure service excellence.

Personal Attributes

You are an exceptional communicator who engages effectively with internal staff and fosters strong relationships across the organisation. Skilled in facilitation, coaching, and mentoring, you create a positive learning environment that builds capability and confidence within teams. You are self-driven, able to demonstrate initiative and a solutions-focused approach, ensuring staff are supported to deliver high quality outcomes. You will be confident working in dynamic environments, adjusting to meet evolving needs, with evidenced ability to convey complex information clearly to diverse audiences. Your ability to design and implement improvement strategies and support staff through process change, combined with a deep understanding of the TtW Deed, Guidelines and GSM enables you to embed best practice and deliver continuous improvement across all Employment Regions.

Responsibilities:

The Performance Mentor and Trainer: Transition to Work is responsible to:

- Establish and develop collaborative relationships with TtW teams and the broader Organisation staff
- Provide high quality contract knowledge, mentoring and coaching to the TtW teams
- Mentor and develop the performance capabilities of the TtW teams to understand and achieve KPI expectations
- Support new staff through their induction and probation period by providing training, guidance and mentoring
- Provide subject matter expertise in Participant service delivery, stakeholder engagement and contractual performance and compliance matters
- Provide ongoing technical support in Government IT system use, Intranet and Organisational process
- With senior management, identify and develop strategies and practical solutions to enhance contractual performance and address performance shortfalls
- Provide individual and group training activities to embed best practice, rectify areas of performance deficiency and implement process change for continuous improvement
- Provide expert support and advice to staff including those undertaking targeted performance management
- Design, create and deliver training resources to ensure currency of staff knowledge and performance focus
- Coach and train staff to effectively target Participant expenditure, leading to performance and quality outcomes
- With the Post Placement Support (PPS) and Claims team, train staff in PPS process and practice to maximise outcomes conversion
- Conduct service delivery and administrative activities consistent with contractual and legislative requirements and Organisational process and procedure
- Ensure that the Organisations Quality Management System is implemented and adhered to, satisfying internal and external auditing requirements
- Promote Eighty9 Limited and its' brands, including Status, maintaining a high profile and professional company image at all times
- Participate in meetings, functions and professional development activities as required
- Other duties as directed

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Quality Standards, Regulations and Responsibilities:

The Performance Manager: Transition to Work is responsible for complying with the following regulations, standards and codes:

- The Organisation's Policies and Procedures
- Transition to Work Deed and Guidelines
- The Government authority Code of Practice and relevant Service Guarantees
- The Government authority Complaints Procedure
- Performance and Quality Framework
- ISO 9001: 2015
- ISO 27001: 2022
- National Principles for Child Safe Organisations
- 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 Transition to Work or similar Government contracted Employment or Youth Services
- Qualifications in Employment Services, Training, HR or similar an advantage, but not essential
- A degree in Business or Human Services highly desirable

Key Skills/Attributes:

- Ability to convey complex information clearly and confidently to diverse audiences, both verbally and in writing
- Skilled in designing and delivering engaging training sessions that build capability and confidence in staff
- Strong ability to guide, support, and motivate individuals and teams to achieve performance goals
- Proven capability to build and maintain positive relationships across all levels of the organisation
- Ability to support staff through process changes and embed best practice approaches effectively
- Skilled in identifying performance gaps and implementing practical solutions to drive improvement
- Deep understanding of the TtW Deed, Guidelines, the GSM and internal practice
- Confident working in dynamic environments and adjusting approaches to meet evolving needs
- Ability to inspire confidence, influence and negotiate outcomes and lead by example
- Competence in using digital tools and platforms for training, reporting, and communication
- Knowledge and experience working with Youth, Indigenous and CALD Participants
- An impeccable reputation for honesty, trustworthiness and fiduciary responsibilities

Additional Factors:

- This position may require occasional attendance at meetings or training outside normal business hours
- Driver's licence is essential
- Interstate travel may be required
- National Police Clearance prior to commencing employment
- Working with Children Check

Selection Criteria

- Demonstrated ability to communicate clearly and confidently with diverse audiences, foster strong internal staff engagement, and build collaborative relationships across all levels of the organisation
- Proven ability to work autonomously and as part of a dynamic, targets and outcomes-focussed team
- Proven experience in designing, delivering, and facilitating training programs and mentoring activities that build capability, confidence and performance within teams
- Experience in Employment Services, with an in-depth understanding of the TtW Deed and Guidelines
- Demonstrated ability to identify performance gaps, develop and implement practical solutions and support staff through process changes that drives contractual and organisational outcomes
- Evidenced experience in providing expert advice and a demonstrated understanding of effective performance management intervention strategies
- Proficiency in using Government IT systems, digital tools and organisational platforms to deliver training, reporting and support operational efficiency