

# Human Resources

## Position Description



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

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### **Position Overview**

The Indigenous Mentor is responsible for providing effective support, in accordance with our Global Service Model (GSM), mentoring and intervention to Indigenous Participants that enables them to successfully participate in education and employment. They will work with a number of key community and local labour market stakeholders to provide opportunities for Aboriginal and Torres Strait Islander Participants, taking into account skills and abilities, as well as their community and cultural needs. The Indigenous Mentor will provide on the job support to Participants, and assess and address their workplace support needs to ensure ongoing employment is maintained.

### **Personal Attributes**

This position requires a mature minded individual with a high level of interpersonal, communication and organisational skills that interlink with Indigenous culture and awareness. You will have the ability to build strong relationships with a broad range of key stakeholders, be a team player and demonstrate an ability to show initiative whilst professionally representing Participants and the Organisation. You must be a flexible, outcome-focused individual possessing a can-do attitude. You will be able to interact with Participants and employers, ensuring the best possible employment outcomes for both parties.

### **Responsibilities**

The Indigenous Mentor will be responsible for:

- Ensuring all Key Performance Indicators (KPI) are met
- Providing individualised and personalised support and mentoring to Indigenous Participants through delivery of group and one-on-one sessions
- Attracting key community stakeholders to Status that will support Indigenous Participants on their pathway to education and employment
- Developing, engaging and maintaining links with associated and relevant Indigenous support agencies, mental health providers and other key stakeholders, including educators, family members, advocates and social workers
- Developing and maintaining ongoing relationships with industry and employers to negotiate and identify suitable labour market opportunities for Indigenous Participants
- Undertaking 12 weekly Participant reviews and skills assessments as a member of the Facilitation Team in order to determine appropriate Participant servicing strategies, interventions and activities
- Providing individualised and personalised on-the-job support during the Post Placement Support phase to facilitate additional interventions to sustain Participant employment
- Assisting with the achievement of specific contractual Indigenous employment targets
- Providing ongoing coaching and support to Status staff to promote culturally appropriate and effective servicing
- Supporting employers with Indigenous cultural understanding to maximise employment outcomes
- Coordinating NAIDOC, National Reconciliation Week and other cultural activities at sites for Participants and staff
- Actively marketing and promoting the Organisations services to generate further Indigenous business opportunities
- Accurately documenting, recording and maintaining detailed case notes and progress reports in accordance with the Government Authority guidelines and in line with Status quality procedures
- Conducting administrative activities consistent with contractual and legislative requirements and 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

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

The Indigenous Mentor 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
- 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
- Work Health and Safety Act 2012

### **Qualifications & Experience**

- Relevant experience in the Employment Services or similar industry in an Indigenous Mentoring role that focuses on returning people who are experiencing unemployment or disabilities to the paid workforce
- Experience working with Indigenous people including those with disability, drug and alcohol dependency, homelessness, domestic violence and psychological disorders is highly desirable
- Qualifications in Community Development, Training, Employment Services, Behavioural or Social Sciences an advantage but not essential

### **Key Skills/Attributes**

- Demonstrated ability to engage Indigenous Participants and focus them on obtaining paid employment
- Demonstrated ability to provide quality, culturally appropriate and effective services that address employment barriers facing Indigenous Participants
- A sound knowledge of the vocational and non-vocational barriers to employment faced by Indigenous Participants, and the effects of long term unemployment
- An understanding of the role of labour market experiences and vocational training in preparing Indigenous Participants for employment
- High level of communication, interpersonal and negotiation skills
- Strong problem solving and conflict resolution skills
- Able to build and maintain long term relationships with key stakeholders
- Proven ability to initiate and implement innovative outcome focussed strategies
- Excellent organisational skills, written and IT skills
- An impeccable reputation for honesty, trustworthiness and fiduciary integrity
- Knowledge of relevant legislation including Anti-discrimination, Equal Employment Opportunity, Work Health and Safety, Privacy and Freedom of Information
- Computer literate in Microsoft Office, Outlook, internet and databases systems

### **Additional Factors**

- Driver's license is essential
- National Police Clearance prior to commencing employment
- Working with Children Check
- This position may require occasional attendance at meetings or training outside normal business hours
- Current COVID-19 vaccination schedule
- Identification as an Australian Aboriginal or Torres Strait Islander is desirable

### **Selection Criteria**

- Experience in the Employment Services or similar industry in working with Indigenous Participants to support them into and during employment

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- Highly developed communication, interpersonal and negotiation skills with a strong emphasis on engaging Indigenous Participants whilst supporting them to maintain employment
- Demonstrated ability to work with private and community organisations and stakeholders to link Indigenous Participants to employment and education opportunities
- Proven ability to work as part of a dynamic, target and outcomes focussed team as well as operating autonomously