

Position Description Schedule A

Employment Mentor (African Community Specialist)

Approved by Erin Crockett | Last updated on 19/01/2023

Position overview

Position title	Employment Mentor (African Community Specialist)
Team	JVES
Employment type	Fixed contract full-time
Hours per week	38 hours per week
Location	Cranbourne & Dandenong
Reports to	JVES Employment Manager
Direct reports	Nil

About TaskForce

TaskForce Community Agency (TaskForce) plays an important role across communities in southeast Melbourne, whether helping individuals and families due to challenges with alcohol and other drugs or family violence, or enabling people through education, training, and employment. Operating for 50 years, we aim to help realise the potential of every client, through achieving outcomes and working towards healthier lives, relationships, and communities.

Statement of commitment to Diversity & Inclusion

TaskForce is committed to providing culturally safe, inclusive, and accessible services and work environments where all individuals feel supported and affirmed. We aspire to work in solidarity and alliance with Aboriginal and Torres Strait Islander peoples and acknowledge them as the traditional owners and custodians of the land. TaskForce values diversity, inclusion and social justice and is dedicated to actively addressing discrimination and ensuring every individual is treated with dignity and respect. We honour and celebrate our differences and uniqueness in culture and linguistic background, ethnicity, sex, gender identity, intersex status, sexual orientation, age, disability status, health status and religious or spiritual beliefs.

Statement of commitment to Child Safety

TaskForce is a child safe organisation. We are committed to the safety and wellbeing of all children and young people, and ensuring they feel safe and empowered in our programs and services. We respect and listen to children and young people. We take their concerns seriously and support them to meet their potential and thrive. This is a responsibility shared by all the people who work or volunteer at TaskForce or who are part of the wider TaskForce community.

We value diversity, inclusion and equity. We support the cultural safety, participation and empowerment of Aboriginal children and young people, children and young people from culturally and linguistically



diverse backgrounds, LGBTIQ+ children and young people, and children and young people with disability.

We do not tolerate neglect or mistreatment and have zero tolerance for abuse of any kind. Safety concerns will be treated very seriously. Where appropriate, and safe to do so, we will always discuss concerns with families, carers and the community to encourage planned and joint action. We have legal and moral obligations to contact authorities when we are worried about a child's safety, and we will follow those procedures rigorously.

Our values

- We **start with care** | We are here to meet participants where they are at, to support, empower and respect them and each other in the work we do. We commit to behaviours that demonstrate our care and compassion, bringing out the best in everyone in every interaction.
- We **always listen** | We are here to listen, to think of the whole of a person in every connection. We commit to listening, learning, responding, and adapting to the needs of our clients, our staff, and our partners.
- We are **non-judgmental** | We are here to help everyone belong; to realise their potential. We commit to supporting every person who walks through our doors or engages our services without judgment.
- We are **continuously learning** | We are here to learn, innovate and bring the highest quality of service to our participants. We commit to seeking out and sharing knowledge within and beyond our sector and from our communities, not standing still in our models of care and program offers.

Our principles

- We are **client-centred** | The voice and lived experience of clients guides our work, practice and approach.
- We are **inclusive** | We welcome everyone into our service, continually striving for equity in access.
- We are a **wraparound service** | We look beyond the one area of need, supporting participants throughout their journeys.
- We **always work together** | We recognise that we can't act alone and know collaboration internally and externally is critical to success.



About the position

About JVES

Funded by the Victorian Government, the new **Jobs Victoria Employment Services (JVES)** program is one element of a range of Jobs Victoria initiatives designed to offer personalised employment support to long-term unemployed jobseekers or jobseekers at risk of being long-term unemployed to secure work. This service employs expert Jobs Victoria Mentors who will work with jobseekers to get them work-ready and connect them to jobs.

The JVES Mentor's role is to provide targeted and individual support to long-term job seekers to assist them in becoming job-ready and to secure employment.

Other elements of Jobs Victoria are:

- Wage subsidies
- Jobs Victoria Advocates
- Jobs Victoria Careers Counsellors
- An online platform and telephone hotline support
- Investing in social procurement.

Key features of the JVES model include:

- The participation of jobseekers is voluntary
- The focus is on jobseekers who require additional assistance to gain and retain employment
- The model provides a level of flexibility to allow services to be tailored to suit the individual while retaining a strong focus on employment outcomes
- Services may include pre-employment and post-employment support
- JVES Industry Engagement Officers work closely with employers to identify job opportunities and prepare jobseekers for those roles.

The TaskForce Jobs Victoria Employment Services contract is being delivered in partnership with AfriAusCare (AAC) and Centre for Multicultural Youth (CMY). This role is responsible for delivering services in the South East which includes the Local Government Areas of Frankston, Mornington Peninsula, City of Dandenong, Casey and Cardinia.

Our JVES team is comprised of JVES Mentors, JVES Industry Engagement Officers, and a JVES Program Manager.

About the role

The primary role of the JVES Mentor is to deliver targeted and individual support to long-term job seekers from the African Community and to support them be job-ready and secure work.



Key objectives

- Work closely with disadvantaged jobseekers, industry and other service providers and the broader community to strengthen the employability of, and employment opportunities for, jobseekers
- Actively support jobseekers to improve job-readiness, gain and sustain paid employment.

Key responsibilities

Key Accountabilities

- Maintain regular engagement with a caseload of jobseekers through on-site, telephone and outreach meetings
- Work collaboratively with the JVES team to deliver and/or facilitate activities that support jobseekers to improve their job readiness and into employment
- Actively support jobseekers to address barriers to employment via facilitated referrals to appropriate service
- Provide career pathway planning support and connect jobseekers with industry immersion initiatives to broaden their exposure to career opportunities
- Facilitate a suite of post placement support initiatives once employment has been gained to ensure the smooth transition into sustainable employment for jobseekers and employers
- Ensure compliance with contractual requirements and relevant legislation
- Achieve all employment placement and outcome targets as set by the JVES program manager
- Any other duties, as directed.

Child and Young People Safety

- Follow and comply with TaskForce's Child Safety and Wellbeing Policy and TaskForce's Code of Conduct for Working with Children and Young People
- Support children and young people to feel safe and empowered in our programs and services
- Report concerns about a child or young person's safety to authorities (as per TaskForce policy).

Diversity and Inclusion

- Follow and comply with TaskForce's Diversity, Inclusion and Equal Opportunity Policy and TaskForce's Code of Conduct
- Support the diversity priorities as outlined by the organisation
- Not engage in discrimination or harassment of any kind.

Skills and experience

Qualifications

- An undergraduate or postgraduate degree in youth work, community services, education, or career development is preferred but not essential.



Essential skills and experience

- Minimum 12 months case management experience within employment programs
- Previous experience working with African-Australian community members and their families
- Demonstrated success in linking African-Australian community members to employment agencies and gainful employment and a knowledge of barriers to employment in the African-Australian community
- Proven success in achieve employment outcomes for jobseekers
- Experience engaging with employers and industry to obtain sustainable employment placements and providing post-placement support to employers
- Demonstrated capacity to work collaboratively with support services and agencies to facilitate referrals for jobseekers to address non-vocational barriers to employment
- Excellent interpersonal skills, capacity to work as part of a team and autonomously with minimal supervision
- Compliance focussed with strong administrative skills including maintaining up-to-date records and meeting all contractual requirements
- Must be able to demonstrate an understanding of appropriate behaviours when engaging with children, and of children with diverse needs and/or backgrounds.

Other essential attributes

- Demonstrate understanding of the importance and application of inclusive practice when working with people from diverse communities, such as cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds
- Be able to self-regulate and self-monitor own behaviours, practice self-reflection at all times, display a commitment to realistically assess own personal strengths, limitations, biases, and effectiveness, and remain open to feedback and constructive criticism.

Desirable requirements

- Ability to speak a variety of African languages would be advantageous
- First Aid certificate
- Mental Health First Aid accreditation.

Terms and conditions

- The position is for a contract period ending June 2023 with the opportunity to extend, subject to the continued availability of funding.
- The incumbent will be provided with a mobile phone and access to the use of a pool vehicle for business travel.



- Employment conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010 (include level if applicable).
- As an organisation with public benevolent institution (P.B.I.) status, TaskForce offers all staff the opportunity to take up generous Salary Packaging.

To be employed in this position a person must:

- Be prepared to travel between the sites to meet the requirements of the job and to work out of various partnership locations
- Undergo a Police Check and a Working with Children Check. Offers of employment are subject to the results of these checks
- Hold a current driver's license
- Be eligible to work in Australia
- Familiarise themselves with, and observe all TaskForce business, community, therapeutic and human resources policies, procedures and practices
- Complete the TaskForce Online Induction within the first week of employment
- Participation in family violence identification and risk assessment training
- Comply with and support TaskForce's commitment to Diversity and Inclusion and Child Safety as detailed in this position description
- Follow TaskForce's codes of employee conduct, promote the interests and reputation of the agency and refrain from acting in way that would conflict with the best interests of TaskForce.

