

## **Position Description – Transition Officer (Transition to Work)**

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**Position:** Transition Officer (TTW)

**Mode:** Part time fixed term contract (3 days)

**Location:** Cheltenham

**Reporting Relationship:** Reports to the TTW Contract Manager

**Direct Reports:** Nil

### **Background - TaskForce**

TaskForce is a community based, not-for-profit organisation providing a range of community based programs and services. Our core services focus on addressing social issues of addiction, unemployment, mental health and high risk taking behaviors, supporting our clients to transition back into “mainstream” services and supports.

### **Information about the Program – Transition to Work**

As announced in the 2015-2016 Commonwealth Budget, the Government has established a service to assist young people aged 15-24 years who are not in employment or education. The Transition to Work (TTW) service will provide intensive, pre-employment support to improve the Work readiness of young people and to help them into work (including Apprenticeships or Traineeships) or education. The service will have a strong focus on helping young people to understand what is expected in the workplace and to develop the skills, attitudes and behaviors expected by Employers.

The objectives of Transition to Work Service are to assist eligible young people so that they can gain and retain Employment (including apprenticeships or traineeships), move into Education and/or improve their Work-Readiness. The Transition to Work service targets people meeting the following criteria:

- aged 15-21 years on Commencement in the service
- an Australian citizen
- the holder of a permanent visa
- New Zealand Special Category Visa holders (a protected Special Category Visa holder; and non-protected Special Category Visa holder)
- Nominated Visa Holders (including Temporary Protection Visa Holders and Safe Haven Visa Holders)

Three groups of Participants will be targeted- early school leavers, disengaged young people and job active referrals.

### **The Position:**

The Transition Officer will be responsible for personal case management service for a group of 50 young job seekers, coordinating every aspect of their skills, personal and behaviour development to prepare them for employment or education.

The Officer will be expected to deliver individually tailored services to Participants to build their Work readiness so they move into employment or education and assist them to achieve the following outcomes:

### **1. Employment Outcome**

An Employment Outcome is 12 cumulative weeks of employment during a Participant's time in the service. The 12 cumulative weeks can be comprised of multiple periods of at least four weeks. For Participants not receiving income support, Employment must be on average 15 or more hours per week. For Participants receiving Income Support:

- employment must reduce income support by at least 60 per cent
- with part-time Mutual Obligation Requirements of 30 hours or more each fortnight, employment must be an average of 10 or more hours per week

### **2. Education Outcomes**

An Education Outcome for all Participants must be:

- 26 consecutive weeks' Full-time participation in or completion of:
  - a Certificate III course, or
  - secondary education leading to Year 12, or
- 26 consecutive weeks' Full-time participation in the SEE programme.

### **3. Hybrid Outcomes**

A Hybrid Outcome is 12 consecutive weeks combining education and employment for 25 hours per week on average.

### **4. Sustainability Outcomes**

Sustainability Outcomes are 26 weeks of employment or Hybrid Outcomes. This is achieved over 14 consecutive weeks which immediately follow a 12 Week Employment Outcome, or a Hybrid Outcome.

### **Key Accountabilities of the Transition Officer**

- Working with a caseload of young clients to set and achieve their employment/educational goals;
- Establishing and developing ongoing relationships with industry contacts and employers and undertaking job matching activities to suitable vacancies;
- Applying a person-centred case management approach, involving the candidate in goal setting and decision making;
- Evaluating the capacity of each participant and developing practical strategies to overcome vocational and non-vocational barriers to employment or education;
- Monitoring participant involvement and maintaining regular contact through on and off site servicing and access to re-engagement programs;
- Facilitating training, coaching and job application guidance sessions;
- Achieving sustainable employment and education outcomes through job application and interview coaching;
- Delivering ongoing post-placement support in the workplace to both employers and job seekers;
- Maintaining accurate records of activities (including detailed Participant case notes) and report on qualitative and quantitative data as required;

- Assisting to engage a wide range of community partners, including schools, youth and community service providers, education and training providers and job active providers to promote TTW services and assist in the sourcing of referrals;
- Maintaining a high standard of documentation which complies with accountability structures according to professional, legislative, service contractual obligations and organisational standards.

**Qualifications**

- An undergraduate or post graduate degree in youth work, community services, education or career development would be highly regarded.

**Skills and Experience (Key selection criteria)**

1. Demonstrated experience of at least 2 years as a case manager, placement consultant or similar industry experience.
2. Proven success in achieving education or employment outcomes for clients.
3. Demonstrated experience or capacity in conducting group learning, information and training sessions focused on gaining employment.
4. Excellent administration skills including developing case plans, professional case noting, writing reports and effective time management skills.
5. A passion for creating new employment opportunities for clients and an ability to enhance the chance of employment by focusing on strengths and abilities.
6. An understanding of Child First and Child Protection services.
7. Capacity to work within an Outreach model of service delivery.

**TERMS AND CONDITIONS**

- The position is for a contract period ending 30 June 2022 with the opportunity to extend this, subject to the continued availability of funding.
- The incumbent will be provided with a mobile phone and access to the use of a vehicle for business travel.
- Employment conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010.
- 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 Familiarise themselves with, and observe all TaskForce business, community, therapeutic and human resources policies, procedures and practices.
- Follow TaskForces' 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.

**This position description is accepted by:**

Job Holder ..... Date: / /