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| Department | JVES |
| Title | Mentor |
| Created | 1 June 2021 |
| To be Revised | 1 June 2024 |

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| Role Title | JVES Mentor (Specialist) |
| Job Type | As per Employment Contract |
| Work Hours | As per Employment Contract |
| Award | The Labour Market Assistance Industry Award 2020 |
| Classification | Employment Services Officer Grade 2 |
| Location | As required for the role |
| Manager | JVES Program Coordinator (Specialist) |
| Direct Reports | Nil |

Our Values

- Respectful: We embrace diversity and provide an inclusive workplace
- Accountable: We take ownership of our decisions and our actions
- Ethical: We act with honesty and transparency
- Sustainable: We seek ways to minimise our impact on the environment
- Engaged: We empower and support others to make decisions

1. Principal Function

The JVES Mentor (Specialist) role is the key frontline position responsible for working with participants and employers to maximise sustainable employment for disadvantaged people. These services are offered under the Jobs Victoria Employment Services.

This role is specific to working with Ex-Offenders.

The Jobs Victoria Mentor – Specialist identifies and co-ordinates delivery of assistance tailored to each participant needs, including working directly with employers to provide access to job placement and work experience opportunities.

Jobs Victoria Mentors - Specialist enjoy a high degree of flexibility and autonomy in their work with participants and employers.

2. Areas of Responsibility

Please note that this is not an exhaustive list. Your duties and responsibilities may change in accordance with the requirements of the business as directed by Workways management.

2.1 Culture

- Adherence to Workways Values and Code of Conduct

2.2 General Responsibilities

- Setting up new participants in the GEMS IT systems and sharepoint,
- File noting for appointments
- Assess participants strengths and opportunities in the labour market.
- Work with each participant to develop an Individualised Plan to achieve sustainable employment consistent with their long-term goals.
- Motivate and support participants to sustain job search and employment.



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- Coach participants in job search strategy both individually and in small groups.
- Monitor job search activity & review each participant progress towards employment goals.
- Promote participants to employers and manage employer relationships.
- Ensure compliance with contract/legislation, maintain accurate records.
- Identify and secure work opportunities for participants particularly those hardest to place.
- Develop and maintain quality relationships with key stakeholders promoting the services of the organisation to employers and other community-based services.
- Ensure compliance with contractual and legislative requirements
- Maintain and ensure all files are kept up to date, archiving when required.
- Participate in training when required.
- Participate in network meetings as directed by Managers.
- Assist in identification and reporting of risks
- Other duties as directed.

2.3 Compliance

- Adherence to all Workways policies, frameworks, processes and procedures
- Adherence to all statutory obligations and requirements such as, but not limited to:
 - Workplace Health and Safety
 - Privacy and Confidentiality
 - Employment Services Code of Practice and Service Guarantees
 - Anti-discrimination Legislation
- Compliance with all standards and accreditations required under funding deeds and contracts

3. Key Relationships

3.1 JVES Program Coordinator - Specialist

- The JVES Mentor (Specialist) is responsible to the JVES Program Coordinator - Specialist for accomplishing the work areas outlined in this role description. All work is to be accomplished with accuracy, within prescribed milestones and in accordance with Workways policies and procedures

3.2 Workways staff

The Youth and Community Services team works in synergy with other departments to deliver excellent customer service and solutions in accordance with agreed engagement protocols and processes.

The role has key relationships with the following departments:

- Jobactive Services
- DES Services
- Corporate Services
- Other Youth and Community Services

3.3 Customers

- The JVES Mentor (Specialist) is required to professionally engage with Workways customers on a day-to-day basis using the most appropriate methods of customer support and communication. Any sensitive information collected during performing your duties is to be used only for the purpose for which it was collected.

3.4 External stakeholders

- National Manager Youth and Community Services
- JVES Program Manager
- Corporate Staff
- Workways Australia site staff
- Relevant Departmental or Government staff (State and Federal) eg Services Australia
- Third party providers



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4. Key competencies

- Leadership
- Stakeholder Engagement & Customer Service
- Interpersonal skills
- Results Focused
- Relationship Development
- Attention to Detail
- Teamwork
- Adaptability
- Communication skills (written & verbal)

5. Performance Indicators

- Achievements of monthly KPI's.
- Employment Plans are individualised to address participant needs and in their labour market context.
- Compliance with JVES delivery service plan and approach.
- Maintaining effective relationships with Services Australia, and other service providers.
- Professional accountability (conflict of interest, duty of care issues, confidentiality and privacy).
- Professionally maintained work environment.
- Meet specific outcome, referral/commencement and placement targets as set from time to time.
- Meet deadlines.
- Complete Target / Performance Reports as requested by management.
- Participation in integrated risk management activities and education

6. Key Selection Criteria

- Demonstrated ability to set priorities and achieve outcomes in a performance driven environment.
- Ability to maintain accurate records (electronic and paper based).
- Demonstrated understanding of contract requirements and guidelines.
- Demonstrated ability to develop effective working relationships with employers, participants and other stakeholders.
- Proven ability to motivate and build rapport with job seekers to achieve positive employment related results.
- Demonstrated ability to manage day-to-day caseload and caseload requirements.
- Demonstrated understanding of integrated Risk Management and WHS processes and systems, and the relationship to the employee's position

7. Position Requirements

7.1 Essential

- Criminal History check
- Proof of Right to Work in Australia
- Working with Children/Vulnerable People Check
- Current Driver's License
- Occasional travel
- Work a flexible schedule and be available to travel and overnight stays when reasonably required

7.2 Desirable

- Qualifications or willingness to obtain qualifications in Community Services sectors desirable.



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8. Physical Requirements

- Computer based tasks (continuous)
- Standing (intermittent)
- Sitting (continuous)
- Walking (frequent)
- Light Lifting/carrying (intermittent)
- Driving (occasional)

Key:

Intermittent: Activity may be required very infrequently
Occasional: Activity required occasionally, not necessarily every day
Frequent: Activity required most days, up to 50% of the time
Continuous: Activity that exists for the majority of each day and move involve repetitive movement for prolonged periods.

I have read and understand what is required of me to be successful in the role.

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| Employee Name | | Signed on behalf of Workways (Insert name) | |
| Signature | | Signature | |
| Date | | Date | |