

Position Description

Youth Programs Consultant



Position Title:	Youth Programs Consultant
Business Unit:	Youth Programs
Location:	All Regions
Reports To:	Youth Programs Team Leader
Direct Reports:	Nil
Parameters:	Fulltime, Award
Date Prepared:	12 July 2022
Approved By:	Executive Leader Youth Programs

Joblink Plus is a for purpose, not for profit organisation providing employment services and vocational training. Joblink Plus works directly with communities leading to employment opportunities with sustainable outcomes.

Our purpose is to believe in and support all people, connecting them to the dignity and fulfilment made possible through education and meaningful work.

Our principles help define the behaviours that characterise us and include Connection, Support, Commitment, Knowledge, Belonging and Unity.

There is expectation that all those who engage with us will embrace our purpose and principles in their respective roles.

Purpose of the Position:

Work as part of a team to achieve excellence in delivering the Transition to Work and other Youth Programs to participants from a range of backgrounds, including Early School Leavers and other young people, as well as Aboriginal and Torres Strait Islander participants.

Connecting with participants and providing ongoing support to overcome challenges and build on their identified strengths, progressing them to achieve meaningful education or employment outcomes.

Position Responsibilities and Duties:

1. Work effectively as part of the Youth Programs Team to engage, mentor, and motivate participants to build on their strength, ensuring they are supported to achieve identified components of their participation requirements in their Job Plans.
2. Identify and arrange suitable and meaningful activities and training opportunities for participants, with a particular focus on Early School Leavers and Aboriginal and Torres Strait Islander Participants.
3. Build and maintain business and industry relationships within the community that specifically promote and support young people gaining meaningful employment.
4. Promote Transition to Work program in the communities you are working across to ensure continuous growth through connecting all eligible young people to the program.
5. Complete marketing activities to create opportunities to place participants into employment.

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6. Mentor and maintain regular ongoing post placement support contacts with participants, employers, and RTO's, on and /or off site to support participants, identifying any challenges or issues and manage them to a solution to ensure outcomes are achieved.
7. Monitor, commit, and report on service excellence areas which include participant engagement, placements, and outcomes in line with organisational purpose and values as well as contractual requirements.
8. Build and maintain strong local community connection specifically with Youth Organisations, Schools and Aboriginal and Torres Strait Islander organisations that complement and provide additional support for all participants.
9. Access participant funding and complete and maintain all relevant documentation, utilising organisational and government systems.
10. Support and attend youth focused meetings, discussions and forums within Joblink Plus and in the local community.
11. Provide timely and accurate commitments to excellence.

General Responsibilities:

1. Demonstrate the Joblink Plus Purpose and Principles.
2. Conduct duties in accordance with Joblink Plus policies, procedures, and guidelines.
3. Shared commitment to a positive pursuit of safety; driven by active involvement in identifying hazards and controlling risks, following WHS policies and procedures.
4. Demonstrate empathy for people from diverse and disadvantaged backgrounds.
5. Minimise the company's exposure to risk.
6. Ensure consistent delivery of the highest level of customer service.
7. Deliver agreed outcomes, on time and in accordance with best practice principles.
8. Promote and implement the principles of personal accountability with relation to discrimination in the workplace, accepting responsibility and answering for the outcomes of your choices, behaviours, and actions.
9. Apply continuous improvement principles and practices to all aspects of operation.
10. Maintain confidentiality in all Joblink Plus operations.
11. Conduct all relevant administrative functions in a timely and accurate manner.

Organisational Environment

The position will require the incumbent to work closely with participants on the site's Youth Program caseload as well as work collaboratively with the entire site team and with all the youth programs team to create opportunities for participants to progress and achieve meaningful education or employment outcomes.

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Essential Competencies

Skills and Knowledge	Written and verbal communication, able to build rapport and sustain working relationships. Ability to assist and support participants from a range of cultural and linguistic backgrounds, including young people and Indigenous people. Time management, able to multitask and meet strict deadlines. Problem solving & logical thinking. Sound judgement & decision making Administration, reporting, computer applications, MS Office Suite												
Personal Qualities & Behavioural Traits	<table><tr><td>Resilience</td><td>Leadership</td><td>Organised</td></tr><tr><td>Empathy</td><td>Teamwork</td><td>Professional</td></tr><tr><td>Integrity</td><td>Autonomy</td><td>Innovative</td></tr><tr><td>Initiative</td><td>Driven</td><td>Adaptable</td></tr></table>	Resilience	Leadership	Organised	Empathy	Teamwork	Professional	Integrity	Autonomy	Innovative	Initiative	Driven	Adaptable
Resilience	Leadership	Organised											
Empathy	Teamwork	Professional											
Integrity	Autonomy	Innovative											
Initiative	Driven	Adaptable											
Knowledge	Knowledge of local and regional services and programs Privacy and confidentiality principles												
Experience	Community Services												
Licences	Current C class drivers' licence Satisfactory Australian Criminal History Check Current and valid NSW Working with Children Check												

Desirable Attributes

Qualifications	Employment services, community services, youth or social sciences or willingness to attain
Experience	Working with government contracts, working in culturally secure ways with Indigenous Australians

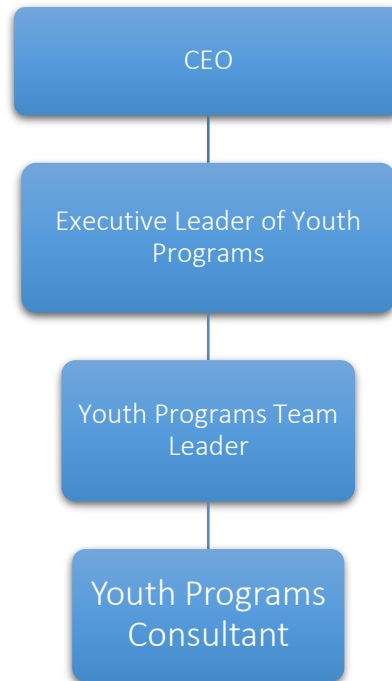
Other Matters

- The Position Description is not intended to be all inclusive. All employees are expected to undertake other tasks and perform other accountabilities and responsibilities reasonably required to meet the demands of the role and the purpose of the position.
- As a member of the Joblink Plus team, all employees may be required to perform other duties within their capabilities from time-to-time to meet the needs of Joblink Plus.

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Organisational Structure



Acknowledgement:

I have reviewed and understand the content of the position description and believe it to be accurate of what I am employed to do.

I understand that Joblink Plus retains the right to change the position description as deemed necessary.

I will follow and adhere to my position description and the requirements of my position to the best of my ability.

acknowledge that I have read and discussed this position description and understand my duties and responsibilities.

Name

Signature

Date

Position Description

ParentsNext Family Support Consultant



Position Title:	ParentsNext Family Support Consultant
Business Unit:	ParentsNext Service
Reports To:	ParentsNext Regional Leader
Direct Reports:	Nil
Parameters:	Award, Full Time, 38 Hours per Week
Date Prepared:	28 June 2022
Approved By:	Leader People and Culture

Joblink Plus is a for purpose, not for profit organisation providing employment services and vocational training. Joblink Plus works directly with communities leading to employment opportunities with sustainable outcomes.

Our purpose is to believe in and support all people, connecting them to the dignity and fulfilment made possible through education and meaningful work.

Our principles help define the behaviours that characterise us, and include Connection, Support, Commitment, Knowledge, Belonging and Unity.

There is expectation that all those who engage with us will embrace our purpose and principles in their respective roles.

Purpose of the Position:

Work as part of the team to achieve excellence in delivering the ParentsNext service to Participants from a range of backgrounds, including Early School Leavers and other young people, as well as Aboriginal and Torres Strait Islander Participants.

Deliver services in a child friendly environment, addressing and building on Participant's identified strengths to progress towards achieving identified goals. Work collaboratively to achieve community and Participant engagement to enable the achievement of excellence across all locations.

Position Responsibilities and Duties:

1. Work effectively as part of the ParentsNext Team to ensure Participants are assisted to achieve identified components of their Participation Plans.
2. Identify and arrange suitable and meaningful activities for Participants, with a particular focus as required on Early School Leavers and Aboriginal and Torres Strait Islander Participants.
3. Monitor and maintain contact and support with Participants who are linked to specific activities, coordinating alternative activities as required in conjunction with their consultant.
4. Coordinate Joblink Plus contribution to Community of Practice meetings as required and foster collaboration with other service providers
5. Conduct post-placement support activities and claim processing
6. Complete all contractual claim requirements to ensure quality organisational outcomes.

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7. Access Participant funding and complete and maintain all relevant documentation, utilising all relevant organisation and government systems.
8. Monitor and report on service excellence areas in line organisational purpose and values, as well as contractual requirements
9. Arrange and facilitate Participant Feedback Forums as required

General Responsibilities:

1. Demonstrate the Joblink Plus Purpose and Principles.
2. Conduct duties in accordance with Joblink Plus policies, procedures and guidelines.
3. Shared commitment to a positive pursuit of safety; driven by active involvement in identifying hazards and controlling risks, following WHS policies and procedures
4. Promote and implement the principles of personal accountability with relation to discrimination and harassment in the workplace, accepting responsibility and answering for the outcomes of your choices, behaviours and actions

Organisational Environment

This role will be supporting the entire ParentsNext team in areas requiring support or additional servicing.

Essential Competencies, Qualifications and Experience

Skills & Knowledge	Knowledge of local services and programs Written and verbal communication, able to build rapport and sustain working relationships Ability to assist and support participants from a range of cultural and linguistic backgrounds, including young people and Indigenous people Time management, able to multitask and meet strict deadlines Problem solving & logical thinking Sound judgement & decision making Administration, reporting, computer applications, MS Office Suite Ability to apply privacy and confidentiality principles
Experience	Community Services
Qualifications	Current C class drivers' licence Satisfactory Australian Criminal History Check Current and valid NSW Working with Children Check
Personal Qualities & Behavioural Traits	Ability to collaborate with others; understands the behaviour, needs and concerns of others and uses this to work effectively with people across boundaries Builds collaborative relationships with internal and external clients and stakeholders

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	<p>Excellent communication skills: listens to others and conveys information clearly, accurately, logically and concisely</p> <p>To be reliable and have a commitment to fulfil the position</p> <p>Ability to establish and maintain appropriate personal and professional boundaries</p> <p>Perseveres when faced with resistance; overcomes obstacles and maintains a positive attitude and stable performance under pressure</p>
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Desirable Competencies, Qualifications and Experience

Experience	<p>Experience working with government contracts</p> <p>Experience working in culturally secure ways with diverse racial groups, including Indigenous Australians</p>
Qualifications	<p>Cert III or above in Employment Services, Community Services, Youth or Social Services (or willingness to obtain)</p>

Other Matters

- The Position Description is not intended to be all inclusive. All employees are expected to undertake other tasks and perform other accountabilities and responsibilities reasonably required to meet the demands of the role and the purpose of the position.
- As a member of the Joblink Plus team, all employees may be required to perform other duties within their capabilities from time to time to meet the needs of Joblink Plus.

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