

Position Description

Youth Consultant

Position Title:	Youth Consultant
Business Unit:	Youth Programs
Location:	<i>Armidale and surrounds</i>
Reports To:	Amanda Hazell/ Candice Bateup
Direct Reports:	Nil
Parameters:	Fulltime, Award
Date Prepared:	5 th January 2021
Approved By:	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. Complete marketing activities to create opportunities to place participants into employment.

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5. 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.
6. 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.
7. 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.
8. Access participant funding and complete and maintain all relevant documentation, utilising organisational and government systems.
9. Support and attend youth focused meetings, discussions and forums within Joblink Plus and in the local community.
10. 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 with required 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 participant to progress and achieved 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	Resilience Empathy Integrity Initiative Leadership Teamwork Autonomy Driven Organised Professional Innovative 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