

Illawarra Aboriginal Corporation

Information Pack: Warrigal Employment – Indigenous Mentor



Position:

This application package includes information about the Illawarra Aboriginal Corporation, the relevant program and the employment position. Please ensure that you read the position description and the selection criteria.

Required Documents:

Applications **must** include the following, without these documents your application will not be considered

- A **cover letter**
- An up to date **resume/CV** including a list of referees (preferably including one from your most recent employer)
- Detailed response to the **Selection Criteria** outlining how you are able to demonstrate you meet the criteria for the position. This can form part of your covering letter
- A copy of your **Confirmation of Aboriginality**

Closing Date: 4pm Wednesday 21st August 2019

Applications sent via email to IAC employees or to other addresses will not be considered

By email (preferred) jobs@iac.org.au	By Post Illawarra Aboriginal Corporation Attn: HR Manager PO Box 5457, Wollongong NSW 2520	By Hand Illawarra Aboriginal Corporation 102 Auburn Street Wollongong NSW 2500
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Position Details:

Term	Fixed term contract to 30 June 2020
Location	Wollongong
Award	Labour Market Assistance Award 2010 Training and Placement Officer Grade 2
Pay	From \$26.54 per hour Hourly Rate plus superannuation dependant on skills and experience
Designated Position	<i>This position is an Aboriginal Identified position authorised under S14 of the NSW Anti Discrimination Act 1977</i>

Selection Criteria:

A detailed response to the below selection criteria should be included with your application

1. Demonstrate your experience providing Indigenous mentoring and support services, particularly to youth and unemployed Aboriginal people
2. Detail your qualifications in Mentoring, Certificate IV in Training and Assessment or related field
3. Provide examples of a strong understanding and proven ability to engage with and work within the local Aboriginal Community
4. Detail your experience working with boarder community including Employers and other organisations developing their cultural awareness
5. Demonstrate your proven understanding of the barriers affecting Indigenous people and provide examples of providing assistance and achieving positive outcomes
6. Demonstrate your excellent communication and interpersonal skills with the ability to build rapport and sustain working relationships with a diverse range of people
7. Detail your experience facilitating cultural programs and hosting Yarning sessions
8. Demonstrate experience building effective relationships with agencies, training providers and other relevant stakeholders
9. Provide details of strong administration and organisation skills including time management and the ability to juggle multiple priorities and meet deadlines and your computer skill capability

Position Purpose

The role of the Mentor is to deliver effective mentoring for clients to establish a trusting cultural relationship for the guidance required to achieve their employment, training and education goals. The aim of the mentoring is to reduce social, cultural and economic barriers and strengthen their capability to empower future careers success. The Mentor will also support Warrigal Employment Employer partners and other stakeholders to develop their cultural understanding and ability to support a culturally aware work environment.

Key Accountabilities & Responsibilities

- Support Warrigal Employment clients strengthen their confidence and self-esteem empowering them to achieve training and career goals on the path to maintaining ongoing meaningful employment.
- Provide culturally appropriate mentoring to clients post-employment on a regular and as required basis
- Build professional relationship with employers, identify suitable communication strategies to encourage Warrigal Employment client reflect upon their story, aims and barriers to ensure retention of employment
- Reinforce positive behaviours to facilitate building client's confidence, motivation and develop their self esteem
- Liaise with Warrigal Employment employees to understand the needs and areas of concerns of clients to provide more supportive guidance
- Motivate, advise and support whilst empowering Warrigal Employment clients to make their own decisions and take responsibility for their own actions and development in career goals and aspirations
- Develop Mentoring plan for each client placed in employment including a variety of strategies to provide cultural support in an individual or group yarning session
- Plans are to be living documents regularly reviewed and updated to reflect clients changing needs and or employment status
- Develop Employers cultural understanding through training, education and group mentoring sessions
- Build and maintain links with community, family, networks and employers to support Indigenous employees, participants and trainees through their training and employment journey towards maintaining ongoing meaningful employment
- Assist Manager to build relationships with employers and engage the services of Warrigal Employment to develop and implement their Indigenous employment strategies and general recruitment activities
- Build and develop business relationships with JobActive, Transition to Work, and other community service related businesses establishing paid services to deliver Mentoring to their Indigenous clients
- Maintain records detailing all mentoring activities and assistance provided, how they supported the client, success of activity and feedback from clients
- Assist Manager to develop strategies to raise awareness of the Mentor program Warrigal Employment offers and increase the fee service opportunities
- Assist the Manager with the preparation of monthly, quarterly and annual reports for government departments in an accurate and timely manner
- Liaise with other IAC departments to identify other IAC services suitable for clients.
- Notify the Manager of any identified conflicts of interest, risks or contentious issues that may impact upon Clients or the IAC as soon as possible.
- Complete reports to Manager within designated timeframes (weekly, monthly, quarterly etc.) including statistics about service activities and outcomes. Reports to detail activities and achievements in accordance with program deliverables
- Use initiative to identify improvements to processes, tasks and quality of the service
- Notify the Manager and report all cases of suspected risk of abuse or harm to children and young persons to Community Services and/or other authorities as required by current legislation
- Maintain a current and full understanding of Confidentiality Policies and Procedure.
- Participate in organisational events, development and strategic planning activities
- Participate in internal and external meetings, inter-agency events, job expos and other relevant activities in a manner which contributes to the positive development of the program
- Positive promotion of IAC at all times especially when in public forums, liaising with clients or other outside personnel
- Comply with all IAC policies and procedures and statutory obligations as amended from time to time
- Comply with all workplace health and safety and equal employment opportunity initiatives to contribute to a safe, healthy, equitable and ethical workplace

- Carry out other duties as may be directed by management that are within your competency or training
- Work in accordance with lawful and reasonable management directions.

Relationships

Internal	
Manager	Daily to provide regular updates on Clients and issues. Receive guidance on related issues Provide information, advice and contribute to decision making. Identify emerging issues/risks and their implications and propose solutions.
Team members and other internal stakeholders	Daily to share information as appropriate and receive and provide advice on related issues. Consult and collaborate to ensure administration standards are met, develop solutions and strategies to meet deadlines and develop solutions Collaborate to ensure clients are aware of all IAC services available to them.
External	
Clients & Employers	Maintain professional relationship sharing information and providing support to ensure the goals are being achieved Maintain professional supportive relationship to ensure that information flow is two ways and issues are raised and dealt with in a prompt proactive manner
Service Providers, Agencies, Community Services & other Stakeholders	Provide information as required on client related matters Engage to build awareness of, input into and ongoing success of the program Engage and consult in the resolution of client issues

Key Performance Indicators

- Demonstrate effective relationship building, onboarding, mentoring and support of clients
- Demonstrate ongoing constructive relationship building with local employers advocating for and supporting indigenous people
- Develop variety of strategies to provide cultural support to clients who have successfully obtained employment on an individual or in a group yarning session, and build connection with other culturally appropriate organisations
- Relationships are established with JobActive providers, Transition to Work, and other community service related businesses to deliver Mentoring services to their Indigenous clients resulting in fee for service revenue
- Demonstrate proactive engagement with training providers, local employers, organisations and agencies ensuring the program is able to deliver relevant services to assist Clients and employers
- Demonstrate proactive engagement with the community and success in raising awareness and uptake of the JLEP program
- Maintain and update client and Employer Mentoring records ensuring files and data is accurate and current at all times
- Provide reports on a regular basis on outcomes and achievements from meetings, forums etc. attended.
- Provide weekly and monthly updates to the Manager via reports, client status reviews and/or team meetings
- Demonstrate referral to and utilisation of other IAC services for Clients
- Immediately report all incidents or concerns subject to mandatory reporting requirements. Complete required paperwork as soon as possible.
- Attend required staff meetings and scheduled training and development events.
- Obtain consistently positive feedback from peers, managers, Clients and external stakeholders

Qualifications & Skills

Essential

- Demonstrated experience providing Indigenous mentoring and support services, particularly to youth and unemployed Aboriginal people
- Qualification in Mentoring, Certificate IV in Training and Assessment or related field
- Strong understanding and proven ability to engage with and work within the local Aboriginal Community
- Experience working with boarder community including Employers and other organisations developing their cultural awareness
- Proven understanding of the barriers affecting Indigenous people as well as providing assistance and achieving positive outcomes
- Excellent communication and interpersonal skills with the ability to build rapport and sustain working relationships with a diverse range of people
- Experience facilitating cultural programs and hosting Yarning sessions
- Demonstrated experience building effective relationships with agencies, training providers and other relevant stakeholders
- Sound computer skills including database entry, word processing and Microsoft Office suite of programs
- Demonstrated strong administration and organisation skills including time management and the ability to juggle multiple priorities and meet deadlines
- Ability to work in a team and with minimal supervision

Desirable

- Qualifications in a relevant discipline such as community services, youth or social sciences or demonstrated lived experiences in working with communities and Aboriginal people
- Experience providing support, prevention and implementing measures to overcome disadvantages
- Experience providing recruitment services to both employers and job seekers

Mandatory

- Confirmation of Aboriginality
- Current unencumbered NSW Driver's Licence
- Current Working with Children Check
- Current National Police Check

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