

# Wyndham Community and Education Centre Inc

## Job Description

---

### Youth Employment Officer – Job Description

#### General Information

Incumbent:	New position
Classification:	Social, Community, Home Care and Disability Services Industry Award. (SCHCADS) Schedule B – Social and Community Services Employees, Level 3.1
Reports to:	Employment Coordinator
Hours:	22.8 hours per week
Core hours:	9am-5:06 pm, which 3 days for negotiation
Duration:	Ongoing (subject to funding)

#### Position objective

Reporting to the Employment Coordinator, the Youth Employment Officer will focus on young people and is responsible for the effective and efficient development and delivery of Projects Services Unit (PSU) employment programs using a youth focus.

To fulfil this role the Youth Employment Officer works closely with the Employment Coordinator and other relevant members of the PSU.

# Wyndham Community and Education Centre Inc

## Job Description

---

### Duties & responsibilities

#### 1. *Program delivery*

- 1.1 Work within PSU employment project contracts of service delivery and applicable funding arrangements and offer appropriate levels of support to young people
- 1.2 Maintain job placement by establishing a relationship with the employer and making regular contact to assess the client's progress and offering support if the young person is not successful in the job
- 1.3 Facilitate group training and workshops based on Youth employment and employer needs
- 1.4 Achieve individual and team Youth based employment placements outcomes relevant to funding requirements
- 1.5 Compliance with the reporting requirements and funding contract guidelines for service delivery

#### 2. *Client support*

- 2.1 Assess the work-readiness and appropriateness of job seeking Youth wishing to enter employment and provide further training or work experience where required
- 2.2 Refer job seeking Youth to support services to provide non vocational support when/if required
- 2.3 Assist job seeking Youth with job readiness skills and strategies for job seeking, applications, interviews and employment retention
- 2.4 Ability to strengthen job seeking Youth communication skills and strategies to gain and retain employment
- 2.5 Canvass job seeking Youth to employers and market to appropriate vacancies and support retention in the workplace to exceed six months

#### 3. *Marketing and promotion*

- 3.1 Actively identify and generate new leads to build the program's market share across the program's region

#### 4. *Organisational planning*

- 4.1 Communicate problems impacting on the performance of the service site to the Employment Coordinator in an effective and timely manner
- 4.2 Participation in staff meetings and the planning and review of PSU and other Wyndham CEC services when required

#### 5. *Relationships*

- 5.1 Maintain co-operative working relationships with members of the PSU team, and staff across Wyndham CEC
- 5.2 Establish new and strengthen established links with employers, job seeking Youth and Youth service providers to ensure all-round support for the client and to meet project targets
- 5.3 Build effective relationships with job seeking Youth and employers to ensure the service responds to their individual needs

#### 6. *Reporting*

- 6.1 Maintain employer and client records aligned with organisational privacy policies
- 6.2 Maintain confidential employer records

## Wyndham Community and Education Centre Inc Job Description

---

- 6.3 Record service performance information, including a target/actual caseload spreadsheet, and ensure data bases are updated
- 6.4 Maintain transport and purchase order financial records

### 7. *Risk and Compliance*

- 7.1 Compliance with the reporting requirements and funding contract guidelines for service delivery
- 7.2 Ensure compliance with Wyndham CEC Policies and Procedures.
- 7.3 Provide services free from any sexual harassment and any unlawful discrimination that contravenes the:
  - Commonwealth Racial Discrimination Act 1975
  - Commonwealth Sex Discrimination Act 1984
  - Disability Discrimination Act 1992
- 7.4 Provide services in compliance with relevant sections of the:
  - Privacy Act 1988
  - Crimes Act 1914
  - Freedom of Information Act 1982

### 8 *Other requirements)*

- 8.1 Take on other duties consistent with the position as directed by the Employment Coordinator-

### **Qualifications/skills:**

- Tertiary qualification and/or experience in Youth Work/Community Services/Social work is preferred
- Strong, verbal communication and computer Microsoft Office skills
- Current Working with Children Check and National Police Check.
- Current Driver's Licence

#### **Important notes**

Maintain confidentiality of clients, staff & office operations and support staff & students with any identified needs.

Promote the purposes of Wyndham CEC as stated in its Constitution and Mission and Vision statements.

All staff should have a basic understanding of Occupational Health and Safety requirements and must ensure that their work practices reflect this.

Victoria introduced compulsory minimum standards that apply to Wyndham CEC from 1/1/2016 to help protect children from all forms of abuse. The Child Safe Standards form part of the Victorian Government's response to the Betrayal of Trust Inquiry. Wyndham CEC has a commitment to child safety and zero tolerance of child abuse.

# Wyndham Community and Education Centre Inc

## Job Description

---

### Selection Criteria:

#### 1. Technical/Professional Skills and Knowledge

- Experience and/or knowledge of case management for Youth disengaged from education and/or employment
- Experience in recruitment process and linking clients to employer needs would be an advantage

#### 2. Focussed on Outcomes

- An understanding of the need to achieve/exceed monthly targets and goals while keeping focus on the client as a person

#### 3. Understanding Diversity

- Ability to provide motivation and support to Youth facing multiple barriers
- Ability to link into support services for Youth facing multiple barriers

#### 4. Developing and Managing Relationships

- Ability to establish and maintain useful partnerships and productive robust relationships with clients and people in and outside the organisation
- Sensitivity to the cultural diversity of the region and its implications for the delivery of appropriate programs.

#### 5. Communication

- Maintain / create working relationships with stakeholders
- Experience engaging with Youth to understand their needs and clarify information
- Ability to assist Youth with communication skills and strategies
- Implement strategies to target Youth based on projects needs

#### 6. Motivation and Support

- Ability to assist clients who require additional support towards employment goals
- Ability to maintain regular contact with clients and employers via phone, online or face-to-face to assess the client's progress and support job retention

#### 7. Self-management

- Ability to continually building knowledge and expertise through personal development opportunities

#### 8. Initiative and Problem Solving

- Capacity to show initiative, work independently and respond to changing work circumstances