

# Position Description

<b>Position:</b>	Senior Community Employment Connector
<b>Classification:</b>	SCHADS Award / Level 4
<b>Location:</b>	Based at MiCare or Wyndham CEC with work across sites in the Western Metro Region and remotely
<b>Hours:</b>	38 hours per week (Full-time)
<b>Job Status:</b>	Fixed Term for 12 Months
<b>Authority for Appointment:</b>	General Manager, Community Services, MiCare Chief Operating Officer, Wyndham CEC

## **Position Summary**

MiCare and Wyndham Community & Education Centre are working in partnership to deliver the Strategic Engagement Coordinator Initiative (SECI). Funded by Multicultural Affairs (DFFH) the initiative aims to strengthen community engagement, social inclusion, economic participation and settlement outcomes through ongoing dialogue with local communities, funded agencies, non-government organisations and the three levels of government.

Under the governance structure of the SECI Initiative, MiCare and Wyndham Community & Education Centre will oversee the implementation of the Community Employment Connectors Program. A steering committee will be responsible for the recruitment, training, and coordination of the overall program objectives.

There will be 2 Senior Community Employment Connector roles with 1 position located at MiCare and 1 position at Wyndham Community & Education Centre. These roles will also be expected to work across sites in the Western Metro Region and remotely.

## **Position Objective**

Senior Community Employment Connectors will provide culturally responsive and individualised support at the grass roots level to help young people and adults from Culturally and Linguistically Diverse (CALD) backgrounds to navigate and connect with employment and training services.

Community Employment Connectors will proactively work within local communities and service systems to help disadvantaged jobseekers to prepare for and secure employment through the provision of information, referral and connection supports. They will ensure jobseekers know where they can go to find the information, advice and support they need to move into sustainable work.

Community Employment Connectors will also work with key stakeholders to contribute to a more coordinated and streamlined service experience for young and multicultural jobseekers.

## **Responsibilities**

### **Senior Community Employment Connectors will:**

- **Improve access** to services by creating links and partnerships with community service providers, agencies, community groups and local leaders and co-designing solutions to known barriers
- **Act** as a linkage point to build the cultural capacity of employment services and JVs in the Western Metro Region.
- **Identify gaps** and **report on opportunities** for collaboration and mutually beneficial partnerships to other local service providers, their host organisations and the Department
- **Manage** information and data collected by Community Employment Connectors from participants who have engaged with the CEC service.
- **Supervise** and **support** the Community Employment Connectors roles.
- **Represent Community Employment Connectors** to various agencies, professional networks and the local community.
- **Attend** initial and ongoing training provided by the Department
- **Follow operational guidelines** (including services standards and procedures for safe delivery of services)
- **Participate** in ongoing networking and professional development with CECs and Jobs Victoria Advocates across the State via Communities of Practice and other opportunities.

### **Additional responsibilities of the Senior CEC role will include supporting the Community Employment Connectors to:**

- **Utilise** community networks and connections to identify young people and adults from CALD backgrounds who need employment-related support.
- **Build** capacity of smaller ethno-specific organisations to improve employment pathways for community members
- **Engage** with local young and CALD jobseekers and others in the community to understand their needs and support options
- **Connect** people with relevant services that can help them prepare for and secure work, including support to manage non-vocational barriers to employment
- **Advocate** on behalf of clients to service providers and employers, if required
- **Collect** regular information and data from participants of the CEC service
- **Follow up** connections and referrals made to other services

## ***Key Selection Criteria***

- **Relevant experience:** Previous community engagement and development experience and/or knowledge of best practice community engagement principles and practice, particularly with young people and people from CALD backgrounds
- **High level of interpersonal skills:** Demonstrated ability to understand and identify a range of client needs using a client-centred approach; capacity to deal sensitively and intelligently with difficult issues
- **Strong communication skills:** Demonstrated experience engaging and communicating with groups of people, tailoring communication to suit specific cohorts
- **Negotiation and influence skills:** Ability to influence and gain cooperation of internal and external stakeholders to create and maintain mutually beneficial relationships
- **Adaptation and problem-solving skills:** Demonstrated resilience adapting to changing environments; proposes innovative solutions to identified problems
- **Organisational skills and teamwork:** Ability to effectively plan and manage multiple tasks independently and as part of a team; ability to work collaboratively to achieve outcomes

## ***Desired Experience / Qualifications***

- Qualification relevant to the role and function of this position
- Sound knowledge and understanding of the employment, education and/or community services system in the Local and/or Western Metropolitan Region would be well-regarded
- Bilingual or multilingual skills relevant to the local community would be well-regarded
- Experience working with CALD communities, including with local community groups and leaders would be well-regarded
- Sound knowledge of computer Microsoft Office skills

## ***Teamwork***

It is expected that all staff will attend and participate in staff meetings, and be involved in promoting harmonious work relations with all other employees. As all staff impact on the quality of care provided to clients, it is essential that each member of staff demonstrates willingness and an ability to work as a member of the team.

## ***Reporting***

It is expected that all staff maintain employer and client records aligned with organisational privacy policies. Staff are also required to ensure data spreadsheets are updated and maintain documentation of any transport and purchase orders for financial records.

## ***Risk and Compliance***

It is expected that staff comply with the reporting requirements and funding contract guidelines for service delivery. It is expected that all staff will keep their knowledge up to date to comply with organisational policies and procedures, legal responsibilities, departmental requirements and the knowledge to perform their duties effectively.

## ***Important Notes***

- Successful applicants must have a current Victorian driver's license
- Police checks (international where relevant) and WWCC is mandatory for all staff
- Worksafe Pre- Existing Injury Declarations must be completed by all new staff
- A pre-employment medical assessment may be required
- Salary packaging is available

## ***Statement of Commitment***

*As 'child safe' organisations MiCare and Wyndham Community & Education Centre are committed in everyday practice to ensure the safety and wellbeing of all children, at all times.*

*We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.*

*MiCare and Wyndham Community & Education Centre are an Equal Opportunity Employer and encourages people with a disability to apply.*

*We acknowledge and respect the privacy of individuals and handle personal information in compliance with National Privacy Principles.*