

Wyndham Community and Education Centre Inc

Job Description

Employment Projects Officer – [VACAP Employment Broker] Job Description

General Information

Incumbent:	
Classification:	Community Development Worker Level 3.1 Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010
Reports to:	Coordinator: Community Services Coordinator Manager: Community Services Manager
Hours:	4 days per week (30.40 hours)
Core hours:	9am-5:06 pm (days on agreement)
Duration:	Until 30 June 2026

Position objective

Reporting to the Wyndham Community and Education Centre (Wyndham CEC) Employment Coordinator, the Employment Projects Officer – [VACAP Employment Broker] (Employment Broker) role is to provide individualised and tailored support to African Australian jobseekers.

This support is designed for African Australians who are: experiencing long-term unemployment; are at risk of long-term unemployment; wish to better their employment position and, lack adequate support through other services to become job ready and gain and retain employment.

The support will also contribute to increased social and economic inclusion and assist Victorian businesses to meet their skills and labour needs.

Duties & responsibilities

1 Program delivery

- 1.1 Establish a rapport with jobseekers accepted into the program and strengthen their understanding of the need to assess and, if required: strengthen, their work-related skills, language and literacy levels; and resume writing; job search and application, interview and job retention knowledge and skills;
- 1.2 Assess each jobseeker's language and literacy levels and employment related technical and soft skill levels, and develop a training plan to lift these levels if required;
- 1.3 Assist clients with communication skills and strategies when job seeking, at interviews and in the workplace;
- 1.4 Support clients through industry recruitment and selection processes;
- 1.5 Organise and deliver information sessions on employment opportunities, recruitment and selection processes, and navigation of employment related services;
- 1.6 Identify any medical/social/personal/non-vocational factors that may impinge on a client's work-readiness and refer jobseekers to support services as appropriate;

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- 1.7 Support retention of employment by:
 - ongoing support to client's post-employment where required
 - periodic contact with employers to assess client progress and provide support when required;
- 1.8 Facilitate opportunities for work placement and volunteering for clients to gain Australia workplace experience; and
- 1.9 Achieve individual and team-based employment placements outcomes relevant to funding requirements.

2 Marketing and promotion

- 2.1 Actively identify and generate new leads to build the program's market share across the program's region; and
- 2.2 Market and promote training and employment program options to build referral rates and community awareness.

3 Organisational planning

- 3.1 Attend Employment Broker, JVES and other Project Services Unit team meetings as required;
- 3.2 Communicate problems impacting on the performance of the service to the Employment Coordinator in an effective and timely manner; and
- 3.3 Participate in the planning and review of the Employment Broker program and, when required, other Wyndham CEC programs.

4 Relationships

- 4.1 Maintain co-operative working relationships with other staff at Wyndham CEC, especially those working on employment programs;
- 4.2 Establish new and strengthen established links with employers, job seekers and service providers to ensure all-round support for the client and to meet project targets;
- 4.3 Build effective relationships with job seekers and community groups and organisations to strengthen their understanding of employment support options; and
- 4.4 Participate in ongoing networking and professional development opportunities.

5 Reporting, Monitoring and Evaluation

- 5.1 Maintain accurate and up-to-date records and data collection;
- 5.2 Provide monthly reports indicating the program's progress against the WMB Project Officer's Workplan and noting achievements and outcomes, challenges and actions to address them, and lessons learnt;
- 5.3 Identify areas for improvement in processes, information and data collection, procedures, and the program delivery model. Present these and suggested alternatives to the Community Services Manager for consideration, then support changes as required;
- 5.4 Provide extra information requested by the Community Services Manager within stated timelines; and
- 5.5 Take part in program monitoring and evaluation activities when required.

6 Other requirements

- 6.1 Take on other duties consistent with the position as identified by the Community Services Manager; and

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6.2 Attend Community Service Unit team meetings and Wyndham CEC staff meetings as required.

Important notes

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

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

All staff should have an understanding of Occupational Health and Safety requirements and ensure that work practices reflect them.

Wyndham CEC is committed to child safety and has no tolerance of child abuse.

All staff must have a strong understanding of and comply with the new child safe standards that were introduced in Victoria in 2022.

Have a strong understanding of MARAM and family violence reforms.

Key Selection Criteria

- Qualifications and/or experience in community development/services.
- Strong communication and interpersonal skills.
- Experience engaging with CALD communities.
- Bilingual or multilingual skills relevant to a local community, especially Lingala, Swahili or Arabic, would be highly regarded.
- Sound knowledge and understanding of the employment, education and/or community services system in the Wyndham and/or Western Metropolitan Region would be well regarded.

Licenses

- Applicants must hold a current Driver's Licence.
- For the position there is a requirement to hold a valid Working with Children Check and Police Check or the ability to obtain these prior to taking on the role.