

Position Title: Youth Employment Coach

Portfolio: Work

Reports to: Transition to Work Manager

Employee:

Signature below provides acknowledgement that this document represents the job to be performed and has been accepted by the incumbent.

Approved / Authorised by: General Manager, Employment Services

Employee Signature: _____ **Date:** _____

Job Focus

Manage the end-to-end process of a caseload of young people to achieve compliant 26-week employment or education outcomes.

KRA 1 – Operations

KRA 1.1 – Service Delivery

- Actively engage with both employers and young people to secure sustainable employment outcomes.
- Reverse market young people to employers to achieve sustainable employment outcomes.
- Assess a young person's barriers to employment.
- Develop an individual and appropriate job plan for each young person and review/update at each intervention.
- Provide intensive, individual pre-employment support and facilitate young people's development tailored to overcome their barriers and help them into employment or education.
- At each intervention ensure timely referral to:
 - Employment opportunities
 - Vocational training
 - Work experience activities
 - Non-vocational programs.
- Develop and maintain strong links with local businesses, employment service providers, education / training providers and other key stakeholders.
- Support the development and delivery of relevant activities for clients.
- Record the results of each intervention in SYC and applicable third-party software systems.
- Negotiate employment opportunities on behalf of young people by utilising wage subsidies and all other available initiatives to support and sustain long term employment.
- Provide thorough Post Placement Support to employers and young people placed in employment by maintaining the prescribed contact regime to maximise employment outcomes.
- In conjunction with other TtW employees, secure new placements to overcome falloffs.

- Ensure all requisite employment documentation is provided to the Claims Administrator within the required timeframe.
- Develop and maintain professional knowledge of and provide advice on areas including but not necessarily limited to the TtW Contract, the local labour market, local support services and vocational training programs.
- Approach all duties with a sense of urgency.

KRA 1.2 – Organisation Responsibilities

- Actively support SYC's collaborative, performance-based culture and ensure actions and behaviours align with the organisation's values of passion, trust, quality, teamwork, and courage.
- Achieve all agreed Key Performance Indicators (KPIs).
- Undertake training as directed.
- Always represent SYC in a professional and ethical manner consistent with Our Purpose.
- Conduct any other duties that may reasonably be expected of you from time to time.

KRA 2 – Compliance

- Always operate, comply, and behave in a manner consistent with both the letter and the intent of:
 - SYC's policies and procedures, including but not limited to:
 - Code of Conduct
 - Privacy Policy
 - Keeping Children and Young People Safe Policy
 - Sexual Harassment Prevention Policy
 - Acceptable Use of Technology Facilities Procedure; and
 - Social Media Policy.
 - all relevant quality systems as amended from time to time; and
 - all relevant contracts, agreements, standards, legislation and regulations.
- Uphold the principles of SYC's Valuing Diversity and Equal Opportunity policies and encourage a work environment that is:
 - conducive to the acceptance and implementation of workplace diversity
 - free from discrimination and harassment; and
 - respectful of each individual regardless of gender, gender identity, classification, background, qualifications, skills or other characteristics.
- Support workplace gender equality by treating everyone equally and fairly.

KRA 3 – Safety

Employee Responsibilities:

- Take reasonable care for your own safety.
- Act in a manner that does not place your own health and safety or that of others at risk.
- Comply with all health and safety and injury management legislative requirements.
- Comply with SYC Health, Safety and Environmental policies and procedures.
- Report all hazards, incidents, injuries, unsafe acts or conditions in line with SYC procedures.
- Comply with any reasonable instruction.
- Cooperate with measures introduced in the interests of workplace health and safety.
- Participate in any health and safety training allocated and follow the instruction and advice provided.
- Correctly use any personal protective equipment and safety devices provided.
- Do not intentionally or recklessly misuse or interfere with anything that has been provided for health and safety reasons.

Job Profile



- Undertake only those tasks for which you have been authorised and/or received the necessary training and for which all necessary safety arrangements are in place.

Qualifications and Experience

- Proven experience in a successful result driven team is desirable.
- Proven experience in a sales and/or customer contact role is desirable.
- Previous experience in the Employment Services Industry is desirable.
- Previous experience working effectively with young people is desirable.

Skills and Knowledge

Able to effectively demonstrate the following skills:

- Work effectively as a member of a team to deliver quality services and collaboratively achieve client outcomes.
- Time management and organisation skills, able to plan, prioritise and achieve outcomes and successfully meet deadlines and KPIs.
- Communication:
 - Engagement skills and the ability to develop effective cross-cultural relationships and be respectful and responsive to the needs, values, and experiences of others.
 - Written and verbal communication skills, including the ability to write timely and accurate email communications, client notes and reports.
 - Able to confidently and effectively cold canvass employers and reverse market young people to employment.
 - Able to build and maintain positive working relationships with internal and external stakeholders.
- Interpersonal, conflict resolution and negotiation skills along with the ability to identify innovative and lateral solutions to problems.
- Computer literacy including the use of Office365 software.

Able to demonstrate knowledge and/or understanding of:

- Government Employment Services.
- Issues facing young people transitioning to employment, who may be disadvantaged by homelessness, an offender history, family breakdown, poverty, or lack of education.

Key Attributes

- Demonstrates honesty, integrity, and a high level of confidentiality.
- Shows respect and sensitivity towards people from diverse cultural backgrounds, and a willingness to learn, be flexible and adapt one's approach to suit the environment
- Able to handle workplace pressure in a way that maintains stable performance and workplace morale.
- Able to maintain reasonable levels of energy and to be efficiently productive over extended periods when necessary.
- Demonstrates awareness of one's own culture, values, and biases and how these may affect interactions with others.

Special Requirements / Conditions:

- To hold and maintain the applicable state clearance to work with children is an essential requirement for this role and continued employment with SYC.
- Prepared to work from, or be located at, any SYC site is required.