

# Job Profile



**Position Title:** Work Ready 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**

The Work Ready Coach provides professional, individually tailored services to young people to enable them to overcome non-vocational barriers and improve their vocational skills, enabling them to achieve successful employment and/or education outcomes.

## **KRA 1 – Operations**

### **KRA 1.1 – Service Delivery**

- Conduct comprehensive assessments of young people to identify their individual needs, barriers, and career goals.
- Provide effective coaching, case management and client services.
- Work to achieve specified Transition to Work (TtW) program outcomes, including placements.
- Work collaboratively and effectively with Youth Employment Coaches and other key stakeholders.
- Develop individually tailored coaching plans with young people within TtW guidelines.
- Provide referrals, including therapeutic interventions, to assist young people to meet their job plan.
- Develop and facilitate group sessions/training with young people as appropriate.
- Provide proactive coaching and support of participants for work experience activities.
- Involve key support people and services as necessary in the case management of young people.
- Monitor and evaluate client services and the job plan to ensure ongoing effectiveness.
- Collaborate with other SYC services to assist clients to achieve their goals.
- Record the results of each intervention in SYC and applicable third-party software systems.
- Provide reports, administer evaluation tools, and assist in the collation and analysis of data and statistics as appropriate in a timely and effective manner.
- Provide planning and support to young people when it is appropriate that they leave the service.
- Develop and maintain professional knowledge of and provide advice on areas including but not necessarily limited to the TtW Contract, local support services and vocational training programs.

- Approach all duties with a sense of urgency and provide services from a range of locations as required.

## **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.
- 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**

- A tertiary qualification in a discipline relevant to social services, youth work, employment services, or training is highly desirable.
- Previous experience effectively engaging and working with young people and leading individuals towards identifying and achieving goals.
- Experience in conducting client assessments, developing case plans, and writing case notes and reports.
- Experience in successfully developing and delivering targeted group programs for young people.
- Proven experience in a successful result driven team is desirable.
- Experience in effectively engaging and working collaboratively with external stakeholders, including employers, to provide advice, coaching and support to achieve successful outcomes with clients.

## **Skills and Knowledge**

Able to effectively demonstrate the following skills:

- Work effectively, both independently and 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 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.
- Able to develop and facilitate group programs and activities.
- Computer literacy including the use of Office365 software.

Able to demonstrate knowledge and/or understanding of:

- Employment services, issues, and the needs of young people transitioning to employment, who may be disadvantaged by homelessness, an offender history, family breakdown, poverty, or lack of education.
- Education, training, and employment options available to young people.

## **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.

# Competency Profile



## **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.
- Possession of a current valid Driver's Licence and willingness to drive is essential.
- Prepared to work from, or be located at, any SYC site is required.