

	<b>Position Title:</b> Youth Development Coach – Transition to Work		<b>Team:</b> Community Partnerships & Support		<b>Region:</b> Gippsland
	<b>Supervisor:</b> Team Leader Community & Mentoring Programs	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band:</b> A	<b>Date Completed:</b> February 2019	

## ORGANISATIONAL INFORMATION

OUR VISION AND PURPOSE	ROLE CONTEXT
<p><b>We believe children, young people and families should be safe, thriving and hopeful.</b></p> <p><b>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</b></p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p><b>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</b></p>	<p>The Transition to Work is a service to support young people aged 15-21 who are early school leavers or those who have had difficulty entering employment after school on their journey to employment. The service will provide intensive, pre-employment support to improve the work-readiness of young people and help them into work (including apprenticeships and traineeships) or education. This program is funded by the Department of Employment. In Transition to Work young people can get intensive pre-employment support to help them set and achieve their employment and education goals. Transition to Work is focused on building a young person's skills, confidence and readiness to enter employment.</p> <p>To achieve this Transition to Work providers will help young people:</p> <ul style="list-style-type: none"> <li>- Develop practical skills to get a job on a one to one basis or within a group</li> <li>- Connect with relevant local community services</li> <li>- Connect with education or training</li> <li>- Find and complete work experience placements</li> <li>- Find job opportunities in the local area</li> </ul> <p>Berry Street will work in partnership with Workways to deliver the Transition to Work Service with Workways delivering in Traralgon and Moe, and Berry Street delivering in Morwell, Warragul, Leongatha and Wonthaggi. This partnership has been formed with Brotherhood of St Lawrence in recognition of our service's capacity to work with highly marginalised young people.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p><b>Berry Street expects all staff to apply these Values in all aspects of their work.</b></p> <p><b>Courage:</b> to never give up, maintain hope and advocate for a 'fair go'</p> <p><b>Integrity:</b> to be true to our word</p> <p><b>Respect:</b> to acknowledge each person's culture, traditions, identity, rights, needs and aspirations</p> <p><b>Accountability:</b> to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p><b>Working Together:</b> to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>The Youth Development Coach will;</p> <ul style="list-style-type: none"> <li>• Take responsibility for the intake of referrals into the program via the ESS reporting system.</li> <li>• Be part of a dynamic and innovative team responsible for actively engaging and providing direct employment coaching to young people; offering guidance, career support and advocacy.</li> <li>• Use a strength based assessment approach to focus on the abilities and aspirations of young people to maximise a sense of job choice and control over their employment pathway.</li> <li>• Engage with employers, local services and the community to assist young people to address barriers to employment and match the young people with appropriate employment options.</li> </ul>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Morwell office. It is part of the broader Community Partnerships &amp; Support Program.</p> <p>This role reports to the Team Leader Community and Mentoring, who will provide supervision and review. This role has no direct reports and works in conjunction with other team members across the region.</p>

## EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety.
- Berry Street is committed to the principles of social justice. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.
- Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women.
- Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. 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.

## KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Demonstrated experience working in a Youth Work, Case Management, Employment Services or related industry, preferably with some experience in working with Mental Health and /or Alcohol and other drug issues.
- Ability to analyse job requirements and effectively support young people into education or employment in a variety of conditions.
- Well-developed interpersonal and communication skills, including the ability to negotiate, liaise and consult with a wide range of stakeholders including clients, government and non-government organisations, and facilitate working groups.
- Ability to work effectively independently or as part of a team and contribute to team and organisational goals.
- Demonstrated understanding of local labour market and regional skills shortages.
- Proficiency in computer applications including Windows, MS Office Suite, Internet and Information Management systems.

## QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in youth work, employment services (youth specialist), case management or other related fields.
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.
- Willingness to work a flexible schedule and be available for travel and overnight stays when reasonably required.

## DESIRABLE

- N/A

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• Direct engagement of young people in career planning, strengths assessments, accessing support services, training and programs.</li> <li>• Developing youth specific engagement projects and programs.</li> <li>• Manage a case load of young people assigned who are experiencing unemployment including long term unemployment.</li> <li>• Matching young people to employment vacancies in order to achieve program outcomes and individual KPIs.</li> <li>• Conduct intensive, regular face-to-face meetings with young people.</li> <li>• Deliver job search preparation and training sessions/group based activities.</li> <li>• Prepare young people referred to vacancies and educate them on employer expectations, which may include utilising internal and external complementary services to advance job readiness.</li> <li>• Support young people to increase their compliance requirements including attendance and participation in training and programs.</li> <li>• Coordinate access to support services, education and training providers, and ensure young people remain engaged.</li> <li>• Provide post placement support services to assist young people to retain their employment, education and training placements as an escalation point.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Source sustainable employment opportunities for young people to ensure program outcomes are achieved.</li> <li>• Reverse market young people and cold/warm calling directly to employers to increase employment outcomes</li> </ul>
<b>Program Development</b>	<ul style="list-style-type: none"> <li>• Develop tailored Career Pathway Plans for young people and ensure they are reviewed regularly to reflect their circumstances.</li> <li>• Ensure all contractual requirements are met, including timely recording of file notes, reporting of outcomes, and resulting of appointments in the Employment Services System (ESS) or other third party software programs.</li> <li>• Ensure all young people have a professional and appropriate resume tailored to the needs of each young people (including checking validity of references) and where appropriate, refer resumes to the centralised resume writing team.</li> <li>• Work with young people to prepare job applications for relevant employment opportunities.</li> <li>• Perform other administration duties as required.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Perform other duties in order to meet program outcomes.</li> </ul>

## CONDITIONS OF EMPLOYMENT

1. This position may be required to work additional hours as necessary, and extra hours worked will be accrued as Time-in-Lieu according to the *Berry Street Victoria 2014-2017 Agreement*.
2. You will initially be employed at our Morwell Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the *Berry Street Victoria 2014-2017 Agreement*, which includes above Award payments and eligibility for remuneration packaging. Salary packaging up to \$15,900 is available to Berry Street employees who meet the eligibility criteria outlined in our Salary Packaging Policy.
4. The remuneration for this position is SCHADS Level 5, PP1 74, 534.72 gross per annum (full time equivalent), under the *Berry Street Victoria 2014-2017 Agreement*. The value of the salary can be increased through salary packaging.
5. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-employment health declaration, a criminal records check and proof of identity and qualifications.
8. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
9. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However, failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
10. Berry Street has a smoke-free workplace policy.

## INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Regular
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
<b>People Contact</b>	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional

