



**Moreland**  
City Council

## POSITION DESCRIPTION



<b>POSITION TITLE:</b>	Jobs Victoria Advocate Lead
<b>POSITION NO:</b>	3692
<b>CLASSIFICATION:</b>	Band 7, Full time, Temporary until 30 June 2023.
<b>AWARD / LWAA:</b>	Moreland City Council Enterprise Agreement 2018
<b>DEPARTMENT:</b>	Community Development
<b>BRANCH:</b>	Cultural Development
<b>WORK UNIT:</b>	Library Services
<b>REPORTS TO:</b>	Manager Cultural Development
<b>SUPERVISES:</b>	A team of five Jobs Victoria Advocates
<b>PREPARED BY:</b>	Manager Cultural Development
<b>APPROVED BY:</b>	Director Community Development

Moreland's Values are mine!



*As an employee of Moreland City Council you are required to observe all Policies, Codes of Conduct, use and wear personal protective clothing and equipment (where applicable) and follow work instructions and relevant regulations.*

**DATE CREATED:** April 2021

**DATE MODIFIED:**

**DATE APPROVED:**

**DATE PRINTED:**

## **1. POSITION OBJECTIVES:**

This position is funded as part of the Victorian Government Jobs Victoria Advocates program. This position contributes to the Government's enhanced Jobs Victoria employment support system helping Victorians facing barriers to employment into jobs.

This program is being delivered in partnership between Moreland and Darebin City Council. The Jobs Victoria Advocates will work in either the Darebin or Moreland communities through a place-based approach, working across different settings to engage with community.






The Jobs Victoria Advocate Lead will lead a team of 5 Jobs Victoria Advocates, who will work on the ground to help people navigate employment and training services.

The Jobs Victoria Advocate Lead will also engage with community members to who may need assistance to prepare for or secure suitable employment, ensuring they are aware of the supports available.

Advocates will proactively connect with people, where they are, in their regular community settings such as: libraries, community centres/hubs and specialist services. Advocates play an important face-to-face navigation role in their local communities.

The Jobs Victoria Advocate Lead will:

- Supervise five Jobs Victoria Advocates to undertake the role in line with the Victorian Government Jobs Victoria Advocates program.
- Assist the Unit Manager in the overall coordination and management of the Victorian Government Jobs Victoria Advocates program and funding agreement.
- Assist Victorians prepare for and secure employment through the provision of information, referral and connection supports
- Mobilise an agile and proactive workforce to identify Victorians in need of support across the state
- Contribute to a more coordinated and streamlined service experience for jobseekers.

Value	Statement
	We acknowledge our main purpose is to work with our Community and customers
	I will support and value others
	I take pride in my work and am responsible for doing it well
	I will do what I say
	We will work within and across the organisation to achieve community outcomes

## 2. KEY RESPONSIBILITY AREAS:

### Personnel Management and Team Leadership

- Develop, coach and supervise staff to undertake their role and support them to resolve issues that may arise in the delivery of the Jobs Victoria Advocate program.
- Provide appropriate feedback to staff as a central component of staff skills development and personal improvement.

### Advocacy and support

- Utilise community networks and connections to identify and locate people who need employment-related support
- Engage with local 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
- Follow up connections and referrals made to other services, where required

### Service improvement and data collection

- Improve access to services by creating links and partnerships with community service providers, agencies and local leaders
- Identify gaps and report on opportunities for collaboration and mutually beneficial partnerships to other local service providers and the Department of Jobs, Precincts and Regions (DJPR)
- Regular collection and management of information and data from participants who have engaged with the Advocate service

### **Training and network participation**

- Attend initial and ongoing training provided by the Department
- Participate in ongoing networking and professional development with Advocates across the State via Communities of Practice and other opportunities.
- Represent Advocates and the wider Jobs Victoria services to various agencies, professional networks and the local community

### **Audit & Risk Management**

- Behave ethically when undertaking duties, ensure strong and effective fraud and corruption controls are established and regularly reviewed for the work area and provide advice and educate Branch staff.
- Lead risk management practice by identifying, assessing, influencing, preventing, treating and monitoring risk relevant to the role, the work area and broader organisation.

### **Community Engagement**

- Champion customer-centric behaviours and staff and community engagement that supports collaboration and richer outcomes.

### **Environmental Sustainability**

- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.

### **Occupational Health & Safety**

- Contribute to the achievement of a safe and healthy environment by working in accordance with Council's OHS Policy and Procedures.
- Follow operational guidelines (including services standards and procedures for safe delivery of services)

### **Diversity & Equity**

- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.

**Other duties**

- Required to undertake other duties as required.

**3. ORGANISATIONAL RELATIONSHIP:**

**Reports to:** Manager Cultural Development

**Supervises:** 5 x Jobs Victoria Advocates

**Internal Liaison:** Internal parties will vary depending if the position is based in the Darebin or Moreland community. Some of the internal stakeholders will include:  
Libraries  
Youth Services  
Community Development  
Community Centres and Hubs  
Equity and Diversity  
Arts and Culture

**External Liaison:**

Advocates will work closely with a diverse range of organisations to reach jobseekers who need employment-related support. This will vary depending on the specific focus of each Advocate, with some of the proposed stakeholders being:

- Neighbourhood House Networks
- Community Health Centres
- Inner Northern Local Learning and Employment Network (INLLEN)
- Multicultural and Settlement Services
- Youth focused services and organisations
- Other community-based organisations

**JOB CHARACTERISTICS RELEVANT TO THE POSITION – Band 7**

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 7 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 7, Clause 7)

**4. ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- The Jobs Victoria Advocate Lead is accountable to the Manager Cultural Development for the overall performance, goals and objectives of the Jobs Victoria Advocates program and is governed by policies and budgets with a regular reporting mechanism.

The effect of decisions and actions taken may have a substantial impact on clients and/or a significant effect on the public perception of the organisation.

- Ensure the operations and functions of the team members and the Unit are carried out in a safe and compliant manner.
- Responsible for ensuring the regular and appropriate collection and management of information and data from participants who have engaged with the Advocate service.
- Responsible for supporting staff to undertake their role and support them to resolve issues that may arise in the delivery of the Jobs Victoria Advocate program.
- Responsible for the provision of timely, accurate and effective specialist advice, information, referral and connection supports to people seeking to secure employment.
- The incumbent has the authority to identify gaps and report on opportunities for collaboration and mutually beneficial partnerships

#### **5. JUDGEMENT AND DECISION MAKING:**

- Exercise problem solving skills, judgement and decision-making on matters regarding the day to day delivery of the Jobs Victoria Advocate program. The problem solving process comes from the application of these established techniques to new situations.
- Demonstrated resilience adapting to changing environments; proposes innovative solutions to identified problems
- Guidance is not always available within the organisation.

#### **6. SPECIALIST KNOWLEDGE AND SKILLS:**

- Understanding of the employment, education and/or community services system
- Understanding of issues and barriers people may face to gain secure employment
- Knowledge of best practice community engagement principles and practice
- An understanding of the long term goals of the wider organisation, of its values and aspirations, and of the legal, socio-economic and political context within which it operates.
- Knowledge and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures.
- Bilingual skills relevant to the local community would be well-regarded

#### **7. MANAGEMENT SKILLS:**

- Sound ability to manage and support staff and provide support to resolve day to day issues.
- Ability to manage time, set priorities, and plan and organise one's own work (and, where appropriate, that of other employees) to achieve specific and set objectives in



the most efficient way possible within the resources available and within a set timetable despite conflicting pressures

- Understanding of and an ability to implement personnel policies and practices including those related to awards, equal employment opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employee development schemes

#### **8. INTERPERSONAL SKILLS:**

- Excellent capacity to deal sensitively and intelligently with difficult issues
- The ability to provide information and assistance to people in person, by phone and in writing in a clear and respectful manner.
- Excellent verbal and written communication skills are essential
- The ability to work effectively as part of a team and to gain the cooperation and assistance of others
- Sound ability to influence and gain cooperation of internal and external stakeholders and other employees in the administration of broadly defined activities and to motivate and develop other employees.
- Ability to liaise with their counterparts in other organisations to discuss and resolve specialist problems and with other employees within their own organisation to resolve intra-organisational problems.
- A self-motivated, enthusiastic person capable of acting independently.

#### **9. QUALIFICATIONS AND EXPERIENCE:**

- Sound knowledge and understanding of the employment, education and/or community services system
- Experience in the management and supervision of staff
- Relevant tertiary qualifications
- Practical computer and word processing skills are required.
- A current Victorian Drivers Licence

#### **10. PHYSICAL REQUIREMENTS OF THE POSITION**

##### **TASK ANALYSIS**

In the course of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

<b>Condition/Activity</b>	<b>Constant</b>	<b>Frequent</b>	<b>Occasional</b>	<b>N/A</b>
Manual handling weights -above 10kgs -below 10kgs			X	



Manual handling frequency		X	
Repetitive manual work			X
Repetitive bending/twisting			X
Working with arms above head			X
Lifting above shoulder height		X	
Using hand tools – vibration/powerful			X
Operating precision machinery			X
Close inspection work			X
Wearing hearing protection			X
Wearing eye protection			X
Working in dusty conditions			X
Working in wet/slippy conditions			X
Wearing Gumboots			X
Wearing safety shoes/boots (steel cap)			X
Working with chemicals/solvents/detergents			X
Washing hands with soap (hygiene)			X
Working at heights			X
Working in confined spaces			X
Working in chillers (+4 degrees C)			X
Performing clerical duties	X		
Working on a keyboard	X		
Driving cars and/or trucks		X	

## 11. KEY SELECTION CRITERIA

- **Team Leadership:** Previous experience managing and supervising staff to deliver work priorities and achieve desired results
- **Relevant experience:** Relevant tertiary qualifications with previous community engagement experience and/or knowledge of best practice community engagement principles and practice
- **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
- **Collaboration:** 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