

POSITION DESCRIPTION



POSITION TITLE:	Jobs Victoria Advocate
POSITION NO:	3693, 3694, 3695, 3696
CLASSIFICATION:	Band 6, Temporary until 30 June 2023.
AWARD / LWAA:	Moreland City Council Enterprise Agreement 2018
DEPARTMENT:	Community Development
BRANCH:	Cultural Development
WORK UNIT:	Library Services
REPORTS TO:	Jobs Victoria Advocate Lead
SUPERVISES:	Not applicable
PREPARED BY:	Manager Cultural Development
APPROVED BY:	

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Moreland's Values are mine!



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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.

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.


Jobs Victoria Advocates will work on the ground to help people navigate employment and training services by proactively connecting with people, where they are, in their local communities. Advocates will connect with Victorians 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 will:

- 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
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2. KEY RESPONSIBILITY AREAS:

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: Jobs Victoria Advocate Lead

Supervises: Nil

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 6

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 6 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 6, Clause 6)

4. ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Freedom to act is prescribed by the Jobs Victoria Advocate Team Leader and is governed by clear objectives and/or budgets. The effect of decisions and actions taken may be significant, but an avenue of appeal or review by the Jobs Victoria Advocate Team Leader is usually available.
- Accountable for the provision of timely, accurate and effective advice, information, referral and connection supports to people seeking to secure employment.
- Accountable for ensuring the collection and management of information and data from participants who have engaged with the Advocate service.
- The incumbent has the authority to identify gaps and report on opportunities for collaboration and mutually beneficial partnerships as well as contribute formal input into policy development within area of job advocacy.

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 and through the application of known techniques to new situations.
- In respect to more complicated matters, seek input and direction from the Jobs Victoria Advocate Team Leader or Manager Cultural Development, as required.
- Demonstrated resilience adapting to changing environments; proposes innovative solutions to identified problems.
- Guidance and advice are usually available.

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
- Bilingual skills relevant to the local community would be well-regarded

7. MANAGEMENT SKILLS:

- An ability to manage time, to set work priorities and achieve desired results in the most efficient way possible within the resources available and within a set timetable.
- Sound ability to effectively plan and manage multiple tasks independently and as part of a team.

8. INTERPERSONAL SKILLS:

- Excellent capacity to deal sensitively and intelligently with difficult issues.
- High level 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 including internal and external stakeholders.
- Ability to liaise with counterparts in other organisations to discuss specialist matters, and to liaise with other employees in other functions within the 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
- 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.

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

- **Relevant experience:** 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
- **Negotiation and influence skills:** 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

SIGNATURE PAGE

This is to certify that the position description has been drawn up/reviewed by both employee & Supervisor/Manager.

..... **Date** / /
(Staff member's signature)

..... **Date** / /
(Supervisor/Manager's signature)

Please send original signed document to the HR Officer (Human Resources) and also forward an electronic version to be filed in the Position Description database.