



POSITION DESCRIPTION

POSITION TITLE:	Project Officer, Maysar/Centre for Work and Learning, Indigenous Engagement Program
DEPARTMENT:	Community and Employment Development
DIVISION:	Community Services
OCCUPANT:	New position
DATE APPROVED:	July 2010
APPROVED BY:	Jenny Grayling, Sarina Greco

BACKGROUND

Established during the Great Depression, the Brotherhood of St Laurence (BSL) was the vision and creation of Fr Gerard Tucker, a man who combined his Christian faith with a fierce determination to end social injustice. The BSL has developed into an independent organisation with strong Anglican and community links. Today, the BSL continues to fight for an Australia free of poverty.

The Brotherhood of St Laurence employs over 600 staff and is supported by 1200 volunteers. The organisation is developing social and community enterprises to address inequality by forming partnerships between government, business, and community and welfare organisations.

As well as providing services and programs for families and elderly people on low incomes, refugees, young people and the unemployed, the BSL researches the causes and effects of poverty and advocates national and local program and policy solutions for people who are disadvantaged.

While the Brotherhood operates in a wide range of areas, the strategic planning process in 2005 brought increased focus and coherence in its work which is now centred around four life transition stages crucial to people's well-being: *the early years of childhood, the transition through school to work and further education, periods in and out of work, and retirement and ageing*. To help people through these transitions periods, the Brotherhood's activities have been concentrated in several important policy areas: capacity building of individuals and communities; social investment; and the creation of democratic forms of governance to empower disadvantaged people and deliver programs more effectively. This approach has put the Brotherhood at the forefront of policy debate in the social welfare field and has clearly influenced major shifts in public policy.

DEPARTMENTAL PURPOSE

Community Services is one of six divisions of the Brotherhood of St. Laurence and has responsibility for Community and Employment Development (CED), Community and Family Services and Financial Inclusion.

Community and Employment Development currently include a diverse range of services and initiatives to help people into work and to strengthen families, individuals and communities. Services and programs are delivered from a range of locations across Melbourne.

Currently these services, programs and initiatives include:

Employment and Vocational Training comprising the BSL's Registered Training Organisation (RTO) and Group Training Company

Community Enterprises assisting disadvantaged people into work, including a **Community Cleaning Enterprise** in inner Melbourne, **residential energy and water auditing and retrofitting**, and other activities.

Community Contact Services on the Atherton Gardens, Collingwood and Richmond Estates

Neighbourhood Renewal in Collingwood/Fitzroy, Doveton-Eummemering and Hastings

Given The Chance: Employment and education pathways program for refugees

We have also established a **new Centre for Work and Learning**, an Innovations Project in inner Melbourne, funded by DEEWR Innovation funds and the BSL to promote employment pathways and learning opportunities for disadvantaged people in Collingwood, Carlton, Fitzroy and Richmond. (*See attached summary*)

Community and Employment Development has an annual budget of around \$5m and a multidisciplinary team of around 36 staff led by six managers and two coordinators.

Maysar Gymnasium:

Situated in Fitzroy, the Melbourne Aboriginal Youth Sport and Recreation Community Gymnasium provides the following services to Indigenous clients as part of its strategic agenda to increase the health and well being of Indigenous Australians:

Youth Services

Health Promotion

Education / Training

Physical / Sporting Groups

Health Education

Community Support

Public Meeting Place

POSITION PURPOSE

This position will incorporate the BSL's partnership with the Maysar Gymnasium to work in outreach to link Indigenous jobseekers at Maysar into employment opportunities sourced by the Brotherhood's Centre for Work and Learning, (CWL) at Yarra. The position involves the coordination of a range of foundation skills training courses and "taster" workshops at Maysar to identify aspirations in Indigenous Jobseekers and provide exposure to work environments in order to develop employment pathways which can then be facilitated at the CWL. The role involves both stakeholder management and project planning activities as well as ensuring the development of individualized service responses to a case load of Indigenous jobseekers with a range of barriers to employment.

KEY RESPONSIBILITIES AND DUTIES

1. Coordination of training programs

- Coordinate an appropriate suite of foundation skills training and industry taster workshop programs for implementation in partnership with the Neighborhood Justice Centre and the Brotherhood of St Laurence.
- Coordinate the training personnel to maximize performance relating to all aspects of training delivery and outcomes for clients
- Develop systems and take responsibility for monitoring and evaluating training programs.
- Engage Indigenous clients and jobseekers who might be interested in participating in training programs and coordinate them in and out of training programs and then into jobseeker case management function as appropriate.
- Meet targets for Indigenous client engagement with training and conduct engagement and outreach activities as required to maintain a steady flow of engaged clients.
- Establish working relationships with jobseekers based on trust and respect for transition into the case management function for facilitation into employment wherever possible.
- Engage productively with all stakeholders involved in the delivery of training to ensure, quality, relevance and appropriate scheduling of training is maintained.

2. Service delivery – Provide individually tailored case management services to a caseload of job seekers and assist them to gain and sustain employment.

- Undertake assessments to identify jobseekers' employment history, vocational goals, aspirations, barriers to employment and readiness for work.
- Develop an individualized service plan which outlines pathways to employment based on the jobseeker's occupational interests and aptitudes.
- Provide regular on-going support to jobseekers throughout their pathway to employment and liaise with other parts of the jobseeker's support system.
- Provide post placement support to job seekers placed into employment and their employers, including identifying additional supports that can be offered to prevent placement failure.
- Refer job seekers to suitable vocational and non-vocational programs including training, counseling, treatment services, employment preparation services, government services and work experience placements, designed to address barriers to employment.
- Work proactively with the employer servicing unit to place clients into sustainable employment through referral to available job vacancies.
- Provide accurate and timely information to jobseekers on employment vacancy opportunities, labour market demand, employment preparation activities, wage information, government incentives and Centrelink compliance requirements.

3. Support service development and delivery

- Operate within the parameters of the CWL's service delivery standards and provide regular input into the review of these standards as part of our continuous improvement strategy.
- Develop strong and collaborative relationships with the BSL's Work Experience, Training and Employer Services teams in order to design and deploy effective strategies for the placement of job seekers.
- Contribute to regular CWL team meetings about operational matters including identifying work priorities, review of performance targets, sharing of information resources and team building activities.

4. Partner liaison, record keeping and reporting

- Participate in review and evaluation of training programs and client services - the effectiveness and efficiency of interventions for clients and the formulation of service innovations to maximize employment outcomes for jobseekers.
- Maintain detailed electronic and manual records of client service activities including, but not limited to assessments, job seeker contacts, vocational preferences, employment preparation activities, work experience, education and employment placements.
- Liaise with Job Service Australia and other employment service providers to ensure that jobseeker servicing, employment preparation and employment placement activities are co-ordinated and targeted.
- Provide monthly reports to the CWL Manager outlining the number of clients engaged in training and or being case managed, the number of placements and the number of clients who have achieved placement outcomes.
- Provide input to the Maysar Strategic Planning process for facilitating actions to ensure the sustainability of the role and function of this position.

5. Support for research

- Supporting research and policy evaluation for CWL activities and projects by providing data and access to staff and clients as appropriate.
- Contribute to the evidence-based approach used by BSL to develop effective service interventions for jobseekers.

6. Other duties

The project manager may be directed to carry out duties that are within the limits of his/her skill, competence and training.

ORGANISATIONAL RELATIONSHIPS:

Reports to: Manager, Centre for Work and Learning

Internal Liaisons: Other case managers at the CWL
Vocational training coordinator and training staff
Learning and development coordinator
Work experience and mentors coordinator
Group Training Operations Coordinator
Group Training field officers
Maysar Gymnasium management and stakeholders

External Liaisons: Job Services agencies, community agencies in the Yarra Employment Services Area, in particular Aboriginal Agencies.

KEY SELECTION CRITERIA

- A sound understanding of the communities and communities of interest and in particular Aboriginal communities in both the City of Yarra and in inner city Melbourne;
- appreciation of the needs of Aboriginal people;
- sound knowledge of Aboriginal agencies, networks and funding sources;
- ability to plan, prioritize and organize work within a set timetable in an busy work environment;
- well developed project management skills;
- Well developed counseling skills and understanding of case management change principles.
- ability to solve problems through discussion, negotiation and team work;
- Sympathy with the values, mission and vision of the Brotherhood.
- ability to resolve conflict within a team context;
- skills in negotiation, consultation and networking.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualification in the Social Sciences, Aboriginal Affairs, or related areas is desirable but experience in the field will be also well regarded.

CONDITIONS OF EMPLOYMENT

- This position is open only to Indigenous jobseekers (VCAT Applications no: A272/2009).
- Conditions as per the BSL, ASU & SDA Enterprise Agreement.
- This is a Full time, maximum term position of 12 months
- Salary range will be \$48,000 to \$52,000 pa, plus superannuation, based on qualifications and experience. In addition, under PBI status, employees can salary sacrifice up to \$16 050. The BSL also permits staff to salary sacrifice an additional \$8 000 toward meals and entertainment.
- This position will be located three days at Maysar Gymnasium and two days at the Brotherhood of St Laurence, Centre for Work and Learning.
- It is a condition of employment that all staff takes responsibility for a safe and healthy work environment and has a commitment to equal employment opportunity and a workplace free from discrimination and harassment.
- All staff are expected to behave in accordance with the principles of the Brotherhood of St Laurence Code of Ethical Behaviour.
- A standard Police Check and Working with Children check will be performed on the successful applicant to any position within Community Services, including CED. The Police Check and Working with Children check Policy is designed to increase the assurance of quality care provided to BSL clients increase the assurance of quality care provided to BSL clients.
- A three-month probationary period applies.
- The BSL operates a smoke-free work environment.

Manager's signature

Incumbent's signature

Date



Centre for Work and Learning

According to a range of surveys and data about benefits claims for tenants of public housing in the City of Yarra, the needs of tenants for accessible employment and training assistance from the government are not being met.

With partners from the Office of Housing, the City of Yarra and Commonwealth-funded Job Services Australia providers, the Brotherhood of St Laurence has developed a Centre for Work and Learning to promote employment and learning opportunities for public housing residents in Yarra. This is to be jointly funded by the Department of Employment Education and Workplace Relations (DEEWR Innovation Fund) and the Brotherhood of St Laurence.

Aims

The Centre aims to increase the income and well-being of unemployed and disadvantaged residents of the City of Yarra, by:

- Connecting people to the Job Services Australia (JSA) providers replacing the Job Network;
- Ensuring that residents and other unemployed and disadvantaged people in the City of Yarra have good information about the kinds of training and employment support available;
- Developing an understanding of people's needs for training, support and other services needed and either:
 - Delivering these services;
 - Communicating these service needs to JSA providers and making referrals to them; or
 - Making links with agencies that deliver other needed services such as childcare or health or counselling services or financial assistance;
- Encouraging employers in the City of Yarra to employ local people in their workforces;
- Developing and delivering more job opportunities created by social enterprises such as the BSL's Community Contact Services and the BSL/AMES cleaning service;
- Helping to build basic skills useful for work in the longer term, such as improving English, learning to use a computer, doing some volunteer work, or undertaking the BSL/ANZ bank 'Money-Minded' budgeting and saving course, a pre-requisite for low-interest loan service;
- Promoting the use of local labour by local employers, by ensuring that candidates for their vacancies meet generic and vocational skill requirements;
- Identifying unpaid work experience placements that can help people learn skills progress to work;
- Supporting the development of community projects that might create paid and unpaid work experience opportunities.
- Undertaking research about what helps people to learn skills for work and to get employment and keep it; also research about how much financial incentive there is to take up paid work.

This will result in higher numbers of unemployed people:

- participating in training and learning activities;
- achieving accredited training;
- placed in work experience placements;
- placed in jobs;
- reporting more income from work.

Partners

The Centre will be delivered by a partnership led by the BSL between:

- Job Services Australia providers
- DEEWR (Innovation Fund)
- Centrelink
- City of Yarra
- AMES
- InfoXchange
- Office of Housing, Department of Human Services
- Other health and welfare services in the City Of Yarra

Timelines and further project development

The BSL submission to the DEEWR Innovation Fund was successful. With the BSL matching this funding, the project will be funded jointly by DEEWR and the BSL.

During July and August, the BSL is undertaking:

- further consultation with residents;
- discussions with other partners about funding and resources for the Centre;
- planning for the services to be offered;
- investigations into how the services should be delivered (times, outreach and potential travel assistance) so that they best assist people in Fitzroy, Collingwood and Richmond.