

POSITION DESCRIPTION

POSITION TITLE:	Project Coordinator/Mentor
LOCATION:	Various
REPORTING TO:	Project Development Manager
DEPARTMENT:	Projects/Programs

PURPOSE STATEMENT

The primary purpose of this position is to establish a professional working relationship with participants attending BUSY At Work's Skilling Queenslanders for Work programs. This role will involve providing training and contributing to the delivery and development of safe, creative and varied programs suited to the needs of participants while ensuring their safety, security and supervision.

OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

REPORTING

This position reports to the Project Development Manager

PRIMARY DUTIES

- Preparation, delivery, supervision and evaluation of BUSY At Work programs;
- Supervise the attendance and behaviour of participants attending the program;
- Work with community organisations to maintain contact information for clients interested in participating in the program;
- Provide life skills training, assist with identifying barriers to maintaining employment and as required refer clients to the appropriate agencies for support or counselling;
- Provide employability skills and awareness;
- Work with employers to arrange job placements;
- Advise participants on career possibilities, set career goals and provide information and referrals to help clients attain their career goals;
- Conduct regular job site visits to monitor the progress of the participant and provide on-site support. Maintain good communications with site supervisors and employer representatives;
- Establish and maintain effective relationships with employers, stakeholders, developers, City Council, community organisations, etc.;
- Promote the program to the community and represent the organisation as appropriate;
- Network and liaise with other relevant organisations in the local area;
- Assist in the development, promotion, implementation and evaluation of relevant structure programs and activities;
- Refer to appropriate service or agency when required;
- General administrative duties;
- Prepare written reports as required.

KNOWLEDGE, SKILLS & EXPERIENCE

- Proven background in teaching learning activities, including delivery, assessment and evaluation;
- Previous experience working with disadvantaged and disengaged participants;
- Understanding, knowledge and/or experience in issues faced by unemployed people;
- Professional demeanour and appearance;
- Ability to communicate with and relate positively to unemployed people;
- Proven experience in resolving conflict through patience and empathy;
- Well-developed interpersonal and communication skills;
- Ability to work in a team and independently;
- Ability to plan, implement and evaluate Job Ready programs;
- Current First Aid Certificate or willingness to obtain;
- Ability to participate with other project coordinators and mentors;
- Understanding of justice and crime prevention issues in the community;
- Understanding of Aboriginal, multicultural and social justice issues as they impact on service delivery;
- Positive approach to a continual changing work environment;
- Strong client focus and desire to be a part of a service organisation;
- Ability to operate in a highly ethical manner in accordance with the client expectations of high standards and BUSY's high quality and performance oriented culture;
- Positive approach to continuous improvement;
- Desire to be part of a growing, high achieving, successful service organisation.

QUALIFICATIONS

- A qualification in social work, education, youth work or behavioural sciences preferred.
- Experience and knowledge of job placement and work experience.
- Cert IV Training and Assessment.



KEY DIMENSIONS

Key dimensions required within the role include leadership, communication, fairness and equality and the following:

- Honesty and Integrity
- Innovation and excellence
- Personal alignment with Vocational Education and Training environment

WORKING RELATIONSHIPS

- The SQW Project Mentor works closely with all BUSY At Work’s business departments.

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: _____ Date: _____