

POSITION DESCRIPTION

POSITION TITLE:	Mentor Officer
LOCATION:	Various
REPORTING TO:	Gateway and Mentoring Manager
DEPARTMENT:	AASN

PURPOSE STATEMENT

The primary purpose of this position is for the Mentor Officer to offer support and guidance to Australian Apprentices to help them complete their apprenticeship improving the retention rate of Australian Apprentices.

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 Gateway and Mentoring Manager

PRIMARY DUTIES

- The mentor will be assigned to an Australian Apprentice in a skill shortage industry and will be responsible for meeting with the Apprentice as regularly as possible to meet organisation objectives;
- Liaison with Apprentices, Employers and Parents (if required) as defined in the mentoring plan;
- Negotiate positive outcomes where differences arise between Employers and Apprentices;
- Liaise with specialised organisations to ensure complex issue/needs are appropriately addressed;
- Be adaptable with working hours to accommodate service needs;
- Provide information, support, referral and advocacy for Apprentices in skill shortage industries;
- Recommend and negotiate quality improvement strategies to meet the needs of the Apprentice;
- Maintain a record of visits and record information for data collection purposes.
- Commitment to act in a manner which promotes and protects the safety and wellbeing of children and young people by adhering to the Child Safety National Principles and TBG's Child Safety policies and procedure.
- Any other tasks assigned which may be reasonably requested from time to time, which contribute to the success of the organisation.

PERFORMANCE MEASURES

KNOWLEDGE, SKILLS & EXPERIENCE

- Experience in social sciences, behavioural sciences, youth work or a discipline relevant to community development and services;
- Proven experience in leading, motivating and communicating with a broad range of groups and individuals, and in particular, young people;
- Highly developed interpersonal skills - ability to build and sustain relationships with key stakeholders, gain their confidence and build a sense of mutual understanding of needs and objectives;
- Demonstrated understanding of and commitment to community development philosophy and practice;
- Proven experience in planning, initiating, developing and managing mentoring options;
- Demonstrated negotiating, mediating and problem-solving skills;
- Well-developed oral communication skills (including presentation, influencing and negotiation) and written communication skills (including the production of well-formatted business reports and documentation);
- Ability to work independently and as part of a broader team;
- Proven experience in analysing, evaluating and resolving complex problems;
- Proven experience in managing a diverse range of tasks within changing deadlines;
- Desire to be part of a growing, high achieving, successful service organisation;
- Demonstrated high-level computer skills in particular the use of the Microsoft suite of programs.
- Demonstrated ability in the creation and maintaining of client files and other confidential information

QUALIFICATIONS

N/A

KEY DIMENSIONS

Key dimensions required within the role include:

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|--------------------------|-----------------------|
| • Client focus | • Analytical |
| • Communication | • Attention to detail |
| • Teamwork | • Initiative |
| • Problem Solving | • Empathy |
| • Time Management | • Adaptability |
| • Relationships building | • Outcomes focus |

WORKING RELATIONSHIPS

- Mentor Support Offices
- Mentor Coordinator
- Corporate Services
- Service Delivery Centre Staff & Executive Officer
- Business Relations
- Community & Employment division

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: _____