

# POSITION DESCRIPTION

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|------------------------|--------------------------------|
| <b>POSITION TITLE:</b> | Mentor Support Officer (Phone) |
| <b>LOCATION:</b>       | Various                        |
| <b>REPORTING TO:</b>   | Gateway and Mentoring Manager  |
| <b>DEPARTMENT:</b>     | AASN – In-training Services    |

## PURPOSE STATEMENT

The primary purpose of this position is for the Mentor to offer tailored support and guidance to Australian Apprentices to help them complete their apprenticeship improving the retention rate of Australian Apprentices overall. Employers who may be having difficulties with the apprenticeship relationship, which may result in non-completion are also entitled to this service.

## 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

- Provide In-Training Support services to Apprentices and Employers at a number of points throughout the apprenticeship lifecycle. The types of support can include: mentoring (Apprentices only), pastoral care; referral information; advice and guidance as needed in-house or referral; regulatory engagement with STAs and mediation;
- Identify and assess risk factors to determine which apprentices will receive support.
- Liaise and engage with at risk cohorts in some/any of the following determinants: Individuals with a low level of educational attainment; Individuals from a cultural and linguistically diverse background (CALD); Indigenous Australians; Individuals with unstable living or family situations; Individuals with learning or physical disabilities; Individuals experiencing financial difficulties; Individuals with a poor employment history;
- Create an Apprenticeship Maintenance Plan (AMP) for each apprenticeship and update accordingly
- The mentor will engage with Apprentices and Employers offering individualised support - maintaining contact via telephone, sms, email, skype, E-mentoring etc;
- Supply intervention strategies to both the Apprentice and Employer negotiating positive outcomes where differences arise between Employers and Apprentices;
- Liaise with specialised organisations to ensure complex issues/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 and those in the at risk cohort;
- Recommend and negotiate quality improvement strategies to meet the needs of the Apprentice and the Employer;
- Engage with ISMAA Mentors to assist in the transitioning of Apprentices and Employers
- Maintain an accurate and up to date record of mentoring engagements and record information for data collection purposes reflecting the interaction and the outcomes/ follow-up actions to be taken
- 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.

## 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;
- 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 ability to liaise with both internal and external stakeholders
- 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 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

## KEY DIMENSIONS

- Client focus
- Communication
- Teamwork
- Problem Solving
- Time Management
- Relationships building
- Questioning and Listening
- On-going commitment to company values and the rights of the individual
- Analytical
- Attention to detail
- Initiative
- Empathy
- Adaptability
- Outcomes focus
- Caseload Management
- Confidentiality in the mentoring engagement

## WORKING RELATIONSHIPS

- Mentor Officers
- Gateway & Mentoring Manager
- Corporate Services
- State Government Department/s
- Industry Training Consultant/s
- Service Delivery Centre Staff
- Community & Employment division
- Registered Training Organisation/s
- Business Relations

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. This position may include travel.

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

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_