

POSITION DESCRIPTION

POSITION TITLE:	Apprentice and Trainee Mentor
LOCATION:	Cairns, QLD
REPORTING TO:	General Manager
DEPARTMENT:	GTO

PURPOSE STATEMENT

The Apprentice and Trainee Mentor (ATM) promotes the concept of Group Training to potential host employers, job seekers and the community in general. They are responsible for facilitating successful completion of an apprenticeship or traineeship in accordance with training contracts and adhering to government legislation and GTO standards.

OUR VISION

To be the best integrated workforce solutions provider.

OUR MISSION

To provide employment opportunities and up-skilling to people, communities and businesses in a sustainable way.

OUR VALUES

- We will invest in our people
- We will be 100% safe, 100% of the time
- We will provide innovative solutions to problems
- We will provide excellent customer service
- We can always be better in how we do things

REPORTING

This position reports to the General Manager

PRIMARY DUTIES

I. Service Delivery

- Mentor apprentices and trainees to ensure they feel supported throughout their apprenticeship or traineeship;
- Escalate and seek professional support (i.e. counselling) for apprentices and trainees when an issue or concern is recognised;
- Undertake Care Visit meetings to monitor the progression of apprentices and raise any concerns identified to the General Manager
- Assist apprentices or trainees when they require additional support in fulfilling the requirements of their training plan;
- Liaise between the Host and apprentice/trainee to resolve any issues that may arise;
- Working collaboratively with the General Manager, assist in resolving apprentice/trainee employment issues;
- Proactively manage the “apprenticeship experience” to maximise completion rates, customer retention and satisfaction levels.
- Manage unassigned apprentices and trainees to ensure all possible avenues for replacement are determined and actioned;
- Monitor and record the progress of apprentices and trainees in accordance with Employment Service Standards; and
- Monitor and record training including attendance patterns

II. Risk Management and Compliance

- Monitor the Health and Safety standards of Hosts to ensure compliance with applicable health and safety laws, regulations and Labour Hire Licensing Laws;
- In conjunction with WHS & Quality Manager maintain a robust and effective process for independently assessing, evaluating, reviewing host WHS management systems and risks against Skill360’s WHS risk matrix, with assessments being conducted:
 - Prior to new host commencement;
 - Annually (annual review); and
 - In response to significant incidents, or concerns raised from ongoing monitoring.
 - Ensuring that any results from assessments that are outside Skill360’s WHS risk appetite are escalated to the General Manager for decision-making.
- Conduct WHS Risk Assessment reviews on Host Employers;
- Undertake investigations regarding workplace incidents that occur at a Host Employer worksite and provide written reports on findings and recommendations to the WHS & Quality Manager and General Manager; and
- Where possible, attend Apprentice/Trainees first day on the job at the Host Employer worksite and ensure they undertake all necessary induction/s.

III. Marketing and Sales

- Proactively build and directly manage effective, collaborative and long-lasting business relationships with current and prospective customers, business partners and other stakeholders;

- Effectively market Group Training to attract new customers, retain existing customers, increase placements and underpin the GTO's profitable growth and ongoing sustainability;
- Promote the benefits of apprenticeships and traineeships to industry, key stakeholders, hosts and the community; and
- Promote, encourage and assist host employers, apprentices and trainees in nominating for Skill360 Australia annual awards, QTA awards and other Industry awards that apprentices and trainees may be eligible for; and

IV. Record Keeping and Documentation

- Participate in weekly meetings to discuss apprentice progression and raise issues relating to WHS Incidents, Apprentices/Trainees at risk of non- completion or any other disciplinary matters; and
- Accurate record keeping for all visits, apprentice/trainee progression, WHS or disciplinary matters are maintained and uploaded on a weekly basis in Job Ready.

KNOWLEDGE, SKILLS & EXPERIENCE

- Demonstrated knowledge of WH&S and a commitment to Equal Opportunity and related anti-discrimination legislation;
- Knowledge of undertaking Risk Assessments.
- Excellent collaboration and interpersonal skills with the ability to work in partnership with apprentices, trainees and Hosts.
- Demonstrated experience in the delivery of excellent customer service and a commitment to a standard of excellence which results in business improvement;
- Current knowledge of local labour market opportunities and local business's needs;
- Demonstrated ability to resolve a conflict or achieve a positive outcome by negotiating and influencing a situation;
- Demonstrated ability to establish and maintain productive working relationships with staff and a range of external customers and relevant stakeholders;
- Knowledge of basic provisions of industrial awards, certified agreements and employment legislation;
- Demonstrated capacity for high work output, utilising exceptional organisational time management skills to prioritise effectively, handle tasks simultaneously and deliver within agreed timeframes to achieve performance standards;
- Sound computer literacy skills encompassing word processing, spread-sheeting, database navigation and reporting, utilising appropriate corporate applications;
- Superior verbal and written communication skills;

QUALIFICATIONS AND CERTIFICATES

- Completion of a trade qualification is highly desirable;
- First Aid Certification;
- General Construction Induction (White Card);
- Class C Drivers' License;
- Working with Children Check (Blue Card) Queensland; and
- National Crime Check (Police Check) clearance.

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: _____