

MENTOR SUCCESS PROFILE

What is your division?	Community Solutions Group Ltd
Who do you report to?	Site Manager
What is your team structure?	Executive General Manager, Community Solutions Group Ltd General Manager, Employment Regional Manager Site Manager

PURPOSE OF YOUR ROLE

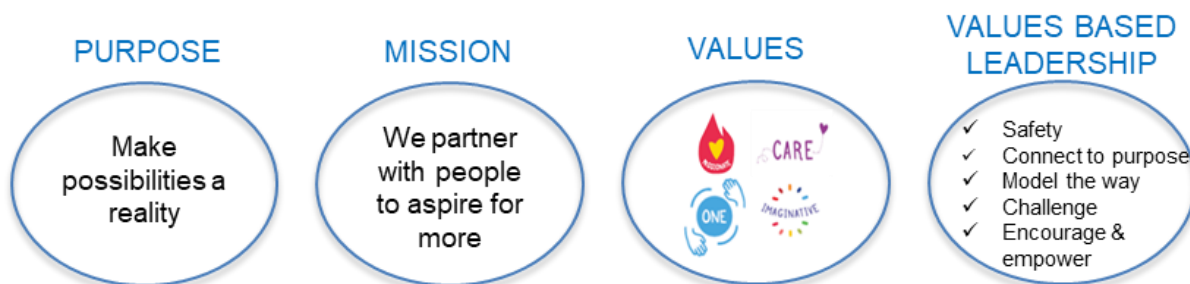
The Mentor is focused on providing ongoing support to customers within the appropriate employment services program to ensure sustainable employment and outcomes are realised.

A mentor will have responsibility for shaping the future for customers within the program. Ensuring appropriate plans and progress take place to become ready for employment.

A solid understanding of people centred case management principles including barrier management is core to continued success as well as a detailed understanding of what Job Ready looks like for customers.

The Mentor will create future employment opportunities for customers by identifying areas for development, upskilling, training, wellbeing & Mental Health support program suitability and referral to community-based support networks.

ORGANISATIONAL PROFILE



KEY SUCCESS AREAS

Safety	<ul style="list-style-type: none"> • Locate and access WHS information relevant to own work role • Plan work following WHS legislation, codes of practice, and other appropriate policies and work procedures. • Identify hazards and report to leader. • Contribute to work health and safety participative processes. • Participate in the control of emergencies. • Report incidents and injuries following organisation policies.
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Customer Connection	<ul style="list-style-type: none"> Establish effective relationships with customers and provide clear career guidance and direction which leads customers to finding sustainable employment Motivate and engage with customers regularly whilst they are participating in various stages of their employment action plan. Provide mentoring support and direction to ensure sustainable employment outcomes are achieved for the customer. Recognise and celebrate customer success in achieving milestones and employment outcomes Develop and foster relationships with employers, community organisations and industry partners
Our People	<ul style="list-style-type: none"> Contribute to regular team meetings to identify work priorities and areas for improvement Maintain an awareness of the obligations of the role self-educating and updating knowledge on changing guidelines. Actively contribute as a team member providing input on planning, challenges, and enhancements. Promote integration of various cultures into the work environment and tailor care to meet colleagues, business partners, customers social, cultural, and linguistic needs. Ensure all interactions with colleagues and clients demonstrate respect for cultural diversity
Operational Excellence	<ul style="list-style-type: none"> Identify customer goals, strengths, and obstacles, to create appropriate work/life action plans enabling referrals to appropriate servicing, training, vacancies, and activities which support the customer on the journey to job readiness and employment Create detailed action plans that establish customer employment and lifestyle goals, targeted strategies, actions and steps to achieve employment goals Conduct thorough initial customer assessments Conduct Job Seeker Competency Indicators (JSCI's) and capability assessments as required Review the progress of customer action plans on a regular basis and revise as required. Ensure accurate records are maintained in ESS and Job Ready to satisfy DoE and CoAct desktop monitoring Ensure service delivery activities comply with all requirements of the contractual deed and guidelines and comply with organisational policies. Ensure all other standard quality and compliance requirements as part of normal service provision are met Organise daily schedules and appointments. Ensure the accurate and timely keeping of evidence and records.
Financial Stability	<ul style="list-style-type: none"> Support financial performance of the team through effective management of operating expenditure in line with budget. Identify and realise cost efficiencies as appropriate.

WHAT YOU NEED TO SUCCEED

Capabilities	<ul style="list-style-type: none"> Ability to build rapport easily and quickly Ability to challenge and/or encourage others depending on what the situation requires Ability to provide feedback that is honest, open and positive Thrives in a target based fast paced environment, a self-starter that can work autonomously to reach targets The ability to interact effectively with people across different cultures. High level of resilience and ability to remain calm and keep a positive attitude when responding to a range of situations. Ability to interpret and apply complex guidelines, administrative procedures, and processes
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	<ul style="list-style-type: none"> • Able to work effectively, efficiently, and collaboratively in a team environment as well as independently. • Ability to manage, develop and support a large portfolio of customers • Ability to motivate and foster genuine and positive relationships with others. • Knowledge of and commitment to quality assurance and continual improvement • Ability to understand the steps required by a customer to achieve a Job Ready status • Ability to generate placement leads according to caseload skills and abilities which result in sustainable employment outcomes. • Ability to analyse job requirements and effectively support customers according to their needs • Ability to effectively facilitate small groups • Ability to effectively communicate and engage with employers and job seekers from diverse backgrounds • Knowledge and application of employment services contract Deed and guidelines (desirable but not essential)
Skills and Education	<ul style="list-style-type: none"> • Relevant tertiary qualifications or equivalent experience within a People based case management, Coaching, Mentoring, and rehabilitation or similar industry sector is highly desirable • Current and valid Australian Class C Motor Vehicle Licence • High level of computer literacy • Strong problem-solving skills and initiative – able to find solutions and understands the key contract levers that are important in achieving sustainable employment outcomes. • Skills relevant to building collaborative customer partnerships through ongoing coaching, mentoring, support and effective case management\ • Excellent oral and written communication skills and the ability to adapt style to suit the audience. • Exceptional customer service and interpersonal skills, able to demonstrate empathy with accountability • Good time management skills, including the ability to manage priorities and meet deadlines within established timeframes.
Experience	<ul style="list-style-type: none"> • Experienced in creating development plans and regularly following up on the progress • Experience and proven ability working in contractually compliant environments • Experience working in an Employment Services setting or similar such industry • Experience in case management service delivery and mentoring, able to effectively identify customer training needs and provide guidance • Experience in achieving KPI's and deadlines • Experience in target-based and fast-paced environments