

POSITION DESCRIPTION

MENTOR

Division:	Workforce Australia
Department:	Employment
Job Profile:	ESD Level 1
Banding or Award:	Labour Market Assistance Industry Award 2020
Reports To:	Manager – WFA/Team Leader – WFA

About Us

Ability Options is a not-for-profit organisation that is characterised by a strong Vision, continuous Mission, and universal Values. We keep the people we support at the centre of our hard work by providing Disability and Employment services across NSW. We offer vulnerable people high-quality services that foster their wellbeing and inclusion in the community. We pride ourselves on delivering a person-centred approach, highlighting people's right to both choice and self-determination. We have a passion to make an impact on people's lives. We champion all people to achieve their aspirations and goals, ensuring they are included in their chosen community and have access to a range of opportunities.

The Ability Options workplace is a safe and diverse environment that encourages strong leadership and innovation. People are our greatest asset, as our services create experiences and opportunities for our customers. Our personalised and responsive support is rewarding not only for people using our services, but also for our employees. We work alongside partners who share and exercise our Values of Trust, Inclusion, Respect, Courage and Leadership. Whether it is providing employment opportunities, giving work experience, or assisting people to live in various scenarios, we provide meaningful experiences, and inclusion for everyone.

Our Values



INCLUSION

We **embrace**, **encourage** and support **diversity** in everything we do



LEADERSHIP

We are a sector and service leader by **innovating**, **improving**, and **partnering** with others



COURAGE

We **act** on our **values** ensuring they are central to everything we do



RESPECT

We treat our participants, their families, communities, partners and each other with **dignity**, **appreciation**, and **recognition**



TRUST

We deliver on our promises, encourage feedback and work with **honesty** and **openness**

Primary Purpose

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.

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.

Key Accountabilities

- Establish effective relationships with customers and provide clear career guidance and direction which leads customers to finding sustainable 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, JSCI's and Capability assessments as required
- Review the progress of customer action plans on a regular basis
- 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.
- Organise daily schedules and appointments.
- Accurate keeping of evidence and records.
- Demonstrated ability to interpret and apply complex guidelines, administrative procedures, and processes
- Good time management skills, including the ability to manage priorities and meet deadlines within established timeframes.
- Demonstrated ability as a team player
- Strong focus to deliver excellent customer service to both internal and external customers
- Integrate culture into their work environments and tailor care to meet colleagues, business partners and customers social, cultural, and linguistic needs.
- All interactions with colleagues and clients demonstrate respect for cultural diversity

Position Dimensions

- Adjusts schedules, tasks and priorities as necessary to quickly and effectively meet organisational needs
- Readily accepts new technology and process improvements as tools to improve efficiency or quality of work
- Demonstrated ability to remain informed and adapt to industry change
- Remains professional in difficult situations and relays difficult messages in a way that promotes acceptance and common understanding
- Develops and secures relationships by looking for and leveraging opportunities for mutual benefit and development Uses relationships to support the interests of the organisation and facilitates the development of relationships within the network Understands and responds to developments and changes in the stakeholder group and shares this information internally
- Builds the confidence of others in them and their team's capacity to succeed Demonstrates their belief in the high expectations of success of a particular project, plan or strategy Publicises and celebrates team and individual achievement but conversely recognises setbacks and looks for way to prevent them reoccurring in a collaborative way
- Balances the flow of workload coming in and going out, effectively taking on appropriate work and delegating to others

- Upholds the highest level of quality standards and compliance in aspects of work Ensures clarity and accuracy of information communicated internally and externally Anticipates the needs of others and shares the appropriate level of detail in a straightforward, logical manner

Key Relationships

Internal

Employer Account Managers
Employment Team Members
Customer Service Centre

External

Participants
Employers
CoAct

ESSENTIAL CRITERIA

- Experienced in creating development plans and regularly following up on the progress
- Able to understand the steps required by a customer to achieve a Job Ready status
- Proven skills in building collaborative customer partnerships through ongoing coaching, mentoring, support and effective case management
- Proven experience in case management service delivery and mentoring, able to effectively identify customer training needs and provide guidance
- Proven 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
- Proven track record of achieving KPI's and deadlines Experience in target-based and fast-paced environments
- Demonstrated ability to effectively facilitate small groups
- Understanding of and committed to living the Values of CoAct. As a Mentor, you will share our vision and values, including a commitment to achieving quality employment outcomes for the most disadvantaged customers.

DESIRABLE CRITERIA

Relevant tertiary qualifications or equivalent experience within a People based case management, Coaching, Mentoring, and rehabilitation or similar industry sector is highly desirable

COMPLIANCE REQUIREMENTS

DOCUMENT	REQUIRED	OTHER RELEVANT INFORMATION
NDIS Worker Check	No	
Police Check	Yes	
Working With Children Check (NSW)	Yes	
First Aid Certificate (min. HLTAID011)	No	
Driver Licence (NSW – minimum P2)	Yes	
Motor Vehicle Registration Documents	Yes	

Comprehensively Insured Vehicle	Yes	
Professional Qualification	No	If yes, please specify:

SIGN OFF			
Employee Name:		Signature:	
Manager Name:		Signature:	
Date:			
VERSION CONTROL			
PD DEVELOPED BY:	Kelly Kean, Senior Manager – HR Operations		
PD APPROVED BY:	Ian Fuller, Chief Human Resources Officer		
REVIEWED BY HR:	Barinder Jandu, Manager – Talent Acquisition		
PD EFFECTIVE DATE:	August 2026		