Position Description

POSITION TITLE	**Jobs Victoria Advocate**
PROGRAM	**Jobs Victoria Advocates Program**
STATUS	**Casual**
REPORTING TO	**Jobs Victoria Advocates Program Coordinator**

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1. JESUIT SOCIAL SERVICES OVERVIEW

Our Vision
Building a Just Society

Our Mission
Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Purpose
We work to build a just society where all people can live to their full potential - by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Who we work with
We are part of and work with:

- Those most in need - individuals, families and communities
- The broader communities in which we live
- The decision-makers, service providers and institutions that affect us

What we do
We strengthen and build respectful, constructive relationships for:

- Effective services - by partnering with people most in need and those who support them to address disadvantage
- Education – by providing access to lifelong learning and development
- Capacity building – by refining and evaluating our practice and sharing and partnering for greater impact
- Advocacy – by building awareness of injustice and advocating for social change based on grounded experience and research
- Leadership development – by partnering across sectors to build expertise and commitment for justice.

2 PROGRAM BACKGROUND

Jesuit Community College

Jesuit Community College, is a key initiative of Jesuit Social Services. For people facing significant barriers to learning, the College provides opportunities for personal development, a solid foundation for further education and training and connection to a community of learning. For a broader group of learners, it offers a wider range of accredited and non-accredited vocational education and training and pathways to further study and work. The College also brokers opportunities for learners to access training offered by other training organisations in ways that suit their needs and circumstances.

The College works with people with a range of social and cultural backgrounds, many of whom face multiple and complex barriers to participating in education, training and employment. Enrolment priority is given to people involved in or exiting the justice system, indigenous Australians, recent arrivals and refugees, culturally and linguistically diverse communities, people with multiple and complex needs, people at risk of homelessness, early school leavers and the long term unemployed.

The College puts strong emphasis on providing innovative, flexible and supported training to meet individual learner needs, maximising opportunities for learners to develop skills and creating education and training pathways that move learners towards further study, work or more fulfilling involvement in their community. It works closely with agencies, organisations and individuals working with priority learner groups, including Jesuit Social Services programs, Housing and Community Building (public housing, Neighbourhood Renewal, social housing and homelessness), Corrections Victoria, Job Services Australia providers, Local Learning and Employment Networks, Youth Connections providers, local government and community sector workers involved in providing case management, pathway planning and advice on employment, education and training pathways. It also works closely with other education providers, community organisations and industry to smooth transitions for graduates of the College to further study, volunteering or employment.

- **Jobs Victoria**

Job Victoria Employment Services are a state government initiative established in 2016 aimed at supporting Victorian jobseekers to find suitable employment and education pathways. In recognition of the challenges brought by the coronavirus pandemic, the Victorian Government has established a new iteration of Jobs Victoria services through an integrated suite of employment which includes:

JOBS VICTORIA ADVOCATES program aims to:

- Assist Victorians prepare for and secure employment through the provision of information, referral and connection supports
- Mobilise an agile and proactive workforce to identify Victorians in need of support across the state
- Contribute to a more coordinated and streamlined service experience for jobseekers

3 KEY OBJECTIVES OF THE POSITION

3.1 Jobs Advocates will work in local communities to ensure Victorian jobseekers know where they can go to find the information, advice and support they need to move into sustainable work.

3.2 Jobs Advocates will proactively connect with people, where they are, in their regular community settings such as: libraries, community centres/hubs; public housing foyers; shopping centres; other community and specialist services; doorknocking and letterbox dropping in some locations.

3.3 Jobs Advocates play an important face-to-face navigation role in their local communities.

4. DUTIES

4.1 Utilise community networks and connections to identify and locate people who need employment-related support

4.2 Improve access to services by creating links and partnerships with community service providers, agencies and local leaders

4.3 Engage with local jobseekers and others in the community to understand their needs and support options

4.4 Connect people with relevant services that can help them prepare for and secure work, including support to manage non-vocational barriers to employment

4.5 Advocate on behalf of clients to service providers and employers, if required

4.6 Identify gaps and report on opportunities for collaboration and mutually beneficial partnerships to other local service providers and the Department

4.7 Regular collection and management of information and data from participants who have engaged with the Advocate service

4.8 Follow up connections and referrals made to other services, where required

4.9 Represent Advocates and the wider Jobs Victoria services to various agencies, professional networks and the local community

4.10 Attend initial and ongoing training provided by the department

4.11 Follow operational guidelines (including services standards and procedures for safe delivery of services)

4.12 Participate in ongoing networking and professional development with Advocates across the State via Communities of Practice and other opportunities.

4.13 Compliance with relevant legislation

4.14 Commitment to continuous quality improvement processes

4.15 Other duties, as required

5. KEY SELECTION CRITERIA

5.1 Previous community engagement experience and/or knowledge of best practice community engagement principles and practice

5.2 Demonstrated ability to understand and identify a range of client needs using a client-centred approach; capacity to deal sensitively and intelligently with difficult issues

5.3 Strong communication skills with demonstrated experience engaging and communicating with groups of people, tailoring communication to suit specific cohorts

5.4 Negotiation and influence skills with ability to influence and gain cooperation of internal and external stakeholders to create and maintain mutually beneficial relationships

5.5 Adaptation and problem-solving skill with demonstrated resilience adapting to changing environments; proposes innovative solutions to identified problems

5.6 Ability to effectively plan and manage multiple tasks independently and as part of a team; ability to work collaboratively to achieve outcomes

5.7 Superior written and verbal communication skills.

5.8 Capacity to fulfil reporting and administrative requirements associated with the position

5.9 Understanding and sympathy with the mission and ethos of Jesuit Social Services

5.10 Current driver's licence;

5.11 Valid Working with Children Check card;

5.12 Successful Police Check to be conducted by Jesuit Social Services prior to commencement.

6. KEY PERFORMANCE INDICATORS

6.1 Weekly report on participants referred to the program and engagement with new partnerships including: community service providers, agencies, local leaders, etc.

6.2 Weekly report on opportunities for collaboration and mutually beneficial partnerships to other local service providers and the Department

6.3 Ensure participants referred to the program are contacted within 5 working days

6.4 In collaboration with Jobs Victoria Advocates team, respond to all external and internal referrals within 2 business days of initial contact

6.5 Attend all training provided by the Department

5.6 Adherence to Jesuit Social Services values and Our Way of Working

7. QUALIFICATIONS

7.1 Tertiary qualification/s and/or experience in field required.

7.2 Sound knowledge and understanding of the employment, education and/or community services system would be well-regarded.

7.3 Bilingual skills relevant to the local community would be well-regarded.

8. CONDITIONS OF EMPLOYMENT

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy and Procedures, including the Code of Conduct.

A requirement of this position is vaccination from COVID-19. Jesuit Social Services requests evidence of full vaccination. Where a medical exemption applies, this must be supplied.

9. LOCATION

Based at: Collingwood with various outreach placements including Albert Park, Brunswick, Dandenong and Melbourne.

10. SAFEGUARDING CHILDREN AND YOUNG PEOPLE

Jesuit Social Services takes child protection seriously, and you are required to meet the behaviour standards outlined in our Code of Conduct.

11. SIGNATURES

By signing this Position Description the Employee confirms that it has been read, understood and accepted.

EMPLOYEE		**WITNESS**	
Name:	_____	Name:	_____
Signature:	_____	Signature:	_____
Date:	_____	Date:	_____

APPROVED BY	**DATE**
Stephen Ward	**July 2022**
Executive Director - Education, Training and Employment	