



# Information Package

## Employment and Education Mentor

Thank you for considering Veritas House as your next employer. We are a vibrant, independent, community-based not-for-profit organisation with a specific focus on supporting vulnerable children, young people and their families. Veritas currently delivers services in Permanency Support (PSP), Youth Specialist Homelessness Services (SHS), Case Work Support Services (CWSS), Targeted Early Intervention (TEI), Homeless Youth Assistance Program (HYAP), Supported Independent Living (SIL), Interim Care Model (ICM) and the Premier's Youth Initiative (PYI). Most of our funding is provided by the Department of Communities and Justice.

This Information Package is designed to tell you more about the role, identify the selection criteria we will be using to select the right candidate, and explain the application process.

### Benefits of working with Veritas House

Veritas House is based in the Central West of NSW, with offices in Bathurst and Orange. As an organisation, we are committed to our values:

#### Relationships

We are all connected and the way we behave towards each other matters. Showing respect, being inclusive and communicating in a kind and honest way gives everyone the opportunity to feel valued. Strong relationships lead to mutual understanding and support.

#### Collaboration

We work together to solve problems and deliver solutions. We understand that bringing people together fosters empathy, builds trust and sparks creativity. Collaboration helps us achieve our goals and the goals of the children, young people and others we work with.

#### Compassion

With an open mind, we accept people without prejudice or judgement. Compassion opens our minds to others, regardless of our differences. Compassion allows us to work in a caring, well-informed way that respects the experiences and needs of the people we work with.

#### Authenticity

We are true to ourselves and stand up for what we believe, regardless of pressure from others. We don't try to be what we're not, and this transparency means others know where they stand with us. Our actions are genuine and without pretense.

If you work with us, you will enjoy:

- Discounted gym memberships;
- Discounted health insurance with Westfund;
- Additional leave once you finish your probationary period
- Exposure to a range of client situations that will develop your skills and allow you to work to your strengths;
- A strong, strengths-based culture that values what you do well and will work with you to grow;
- The opportunity to develop your career in an expanding service;
- The chance to make a contribution within the community you call home

If you believe you meet the selection criteria, find that our values resonate & are passionate about our mission of providing values based & child-centred care, advocacy & support in Central Western NSW, we'd like to hear from you.

## Position Advertisement

### Employment and Education Mentor

#### About the role

This exciting role works with young people who are transitioning out of Permanency Support (Out of Home Care), or with a background of Youth Homelessness or Juvenile Justice as they transition from adolescence to adulthood.

The Employment & Education Mentor will provide support and guidance to assist young people to set and achieve their individual educational development and employment goals.

Employment & Education Mentor's will need to have excellent people and networking skills, knowledge of recruitment & employment systems, education providers & the ability to provide employment & education support & mentoring services. Using these skills the Employment & Education Mentor will initiate & sustain collaborative partnerships with a range of organisations to assist in linking young people to opportunities!

#### About the Program/Team

The Premier's Youth Initiative (PYI) is a growing service that provides support young people leaving statutory out-of-home care, aged between 16 and 21 years of age. The PYI team work with young people to build their long-term capacity and resilience in order to permanently divert them from the homelessness service system.

Read more about the PYI Program here:

- DCJ Website - <https://www.facs.nsw.gov.au/download?file=803236>
- Veritas House website - <https://veritashouse.org.au/premiers-youth-initiative/>

Brandi\* (\*Name changed to protect privacy) found affordable accommodation and support through PYI, *"I'm independent, I have an income and I feel secure. And I am engaged to be married! Stable housing and support have given me the ability to build my life up. In my case, home is definitely where the heart is. There was a time when I was couch surfing and going from home to home. Those days are behind me now. And I guess the most important message I have for kids my age is to never give up hope. There's a lot of support out there and lots of people who want to help. The future belongs to me and I am grabbing hold of it."*

#### Selection Criteria

1. Minimum Certificate IV qualification and experience in community services, youth work, education, employment services, vocational services, career development or a related field.
2. Knowledge of issues that impact young people when accessing employment and/or educational opportunities and achieving their goals.
3. Demonstrated experience supporting young people with complex needs to gain employment and/or education.
4. Demonstrated experience and success at initiating and sustaining collaborative partnerships with a range of organisations, preferably within the employment and education service system.
5. Knowledge of the employment services sector, Centrelink and other state and federal employment initiatives that impact young people.
6. Highly developed communication skills.
7. Current unrestricted driver's licence and capacity to travel using a work vehicle, which may include occasional overnight trips.

#### To apply:

Full details of the position, including the selection criteria and information on how to apply, can be found in the Information Package on our website: [www.veritashouse.org.au](http://www.veritashouse.org.au)

**Applications close at 9 AM on Friday 5<sup>th</sup> July 2024**

*Aboriginal and Torres Strait Islander candidates are warmly encouraged to apply.*

*We hire on merit alone and welcome the true, authentic and diverse person you are. We value a team as diverse as our community! Irrespective of your culture, ethnicity, race, gender identity, age, linguistic background, religion, disability or sexual orientation – we welcome the unique contributions that you can bring to the Veritas House team, and celebrate diversity in everything that makes you, YOU!*

## How to apply for this role

These guidelines will help you in submitting applications for vacancies with Veritas House.

The following may assist you in preparing your application:

- Carefully read through this Information Package.
- Conduct some initial research on the organisation by browsing the website and reading key resources. If required, seek clarification or additional information on the organisation and/or the position.
- Decide whether you possess, and can demonstrate, your skills and experience against the selection criteria.
- When addressing the selection criteria, provide examples to demonstrate and substantiate your claims. Examples should outline a situation, the action you took, and a summary of the result. Keep your responses concise and in addition to your resume.
- Be aware of the closing date. If for any reason you cannot submit your application by the closing date, you should ring the contact person to see if a late application will be accepted.
- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids) when attending interview, please discuss these with the contact person when the interview is being arranged.

## What you need to include in your application

Please include the following with your application:

1. A Cover Letter introducing yourself and outlining your interest in the position. Your cover letter should include a statement addressing each of the Selection Criteria in the advert.
2. Resume/Curriculum Vitae (CV) that should include:
  - a. contact details including telephone number and email address
  - b. education/qualifications
  - c. an employment history summary including (for each position):
    - i. the employer
    - ii. start and finish dates
    - iii. your position/title
    - iv. your responsibilities and achievements in the position
  - d. professional registrations and/or memberships

You do not need to submit copies of your identification or qualifications. If required, these will be checked later in the recruitment process.

References do not need to be included in your application. Referees will only be contacted if required, and your permission to contact them will be sought first.

## Submitting your application

Applications should be submitted via email (by the closing date and time) to: [employment@veritashouse.org.au](mailto:employment@veritashouse.org.au)

## Position Description

<b>Position Title:</b>	Employment and Education Mentor
<b>Reports to:</b>	Senior Employment and Education Mentor
<b>Program:</b>	Premier's Youth Initiative
<b>Location:</b>	Orange
<b>Relevant Award:</b>	Social, Community, Home Care and Disability Services Industry Award
<b>Classification:</b>	Community Services Employee – Level 4

### Requirements:

- Current unrestricted driver's licence
- NSW Working with Children Check clearance and satisfactory Criminal Record Check
- Minimum Certificate IV qualification and experience in community services, youth work, education, employment services, vocational services, career development or a related field.
- Willingness to travel and flexibility to occasionally work outside of standard office hours
- Current First Aid certificate, or willingness to obtain within 6 weeks of commencing.

### Veritas House Vision

Our Vision is to contribute to the creation of a socially just and caring community in which every person is safe, secure and valued.

### Veritas House Values

Our core operating values influence the culture and public image of Veritas. They articulate ideals that we aspire to hold ourselves accountable for and offers guidance about how we behave in carrying out our mission.

#### Relationships

We are all connected and the way we behave towards each other matters. Showing respect, being inclusive and communicating in a kind and honest way gives everyone the opportunity to feel valued. Strong relationships lead to mutual understanding and support.

#### Collaboration

We work together to solve problems and deliver solutions. We understand that bringing people together fosters empathy, builds trust and sparks creativity. Collaboration helps us achieve our goals and the goals of the children, young people and others we work with.

#### Compassion

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#### Authenticity

We are true to ourselves and stand up for what we believe, regardless of pressure from others. We don't try to be what we're not, and this transparency means others know where they stand with us. Our actions are genuine and without pretense.

### Primary Objective of the Premier's Youth Initiative Service

The initiative aims to prevent homelessness among young people leaving statutory care by diverting them from entering the homelessness service system before they become homeless or at risk of homelessness.

The initiative provides to all clients personal advice, through a Personal Advisor. All clients are also provided education and employment mentoring, based on the Individual Placement and Support (IPS) model. Some clients will receive transitional accommodation support equivalent to the support provided by Specialist Homelessness Services. A portion of these clients will receive subsidised head-leased accommodation.

### **Primary Objective of the Position**

Education and Employment Mentors will work with young people who are transitioning out of Permanency Support or a Youth Homelessness program. This component is available to service users across Veritas Programs who are not adequately engaged in, or at risk of disengaging from education, employment or training. This role will define goals for the clients educational development and employment and monitor the progression. This will be consistent with the IPS core principles and involve assertive outreach with excellent youth engagement skills to ensure young people are well supported and linked to suitable employment and educational opportunities.

### **Your Level of Decision Making and Authority**

You are expected to:

- Act within policy and procedure
- Make decisions within the scope of this position description

Decisions that are made by you after consultation with your Senior EEM:

- Any decision outside the scope of this position description;
- Any decision requiring interpretation of, or potential variation from, our policy or procedures

Decisions that are referred to your Team Leader/Manager:

- All issues that require a sign off / approval from the Team Leader, Executive Manager or CEO;
- Issues outside of policy guidelines
- Complaints from children or young people
- Requests for new business from funding bodies
- Complaints from funding bodies

Working Relationships Internal /External

- Our Clients
- All staff and volunteers of Veritas House
- Department of Communities and Justice (DCJ, formerly FACS)
- Our partner provider My Foundations Youth Housing and Orygen
- Local community, businesses, and service providers

### **Position-Specific Roles and Responsibilities**

#### **1. Support Service Users**

- Initiate creative responses to the educational and/or employment needs of clients.
- Engage with clients using a strengths-based and trauma informed care approach;
- Effectively respond to client's identified educational and/or employment needs and goals, planning & supporting their ongoing development in keeping with IPS model principles;
- Provide flexible, tailored, strengths based and trauma informed care responses to meet the needs of the young people in the Initiative;
- Handle sensitive and complex individual situations with tact and discretion;
- Monitor and evaluate the education and employment opportunities in consultation with young people;
- Make Risk of Significant Harm reports to the Community Services Helpline when deemed necessary;
- In conjunction with the client, design and implement appropriate individual education and employment goals in response to their identified needs, taking specific cultural needs into consideration.

## **2. Act as an Education and Employment Mentor to clients in the assigned case load.**

- In collaboration with the young person, define goals for the young person's educational development / employment
- Monitor the plan progress
- Identify implementation barriers and adjust strategies as needed
- Connect youth to educational services / employment opportunities as needed
- Develop young person's skills to apply for jobs, attend job interviews and be reliable employees.
- Provide ongoing support to young person
- Maintain regular contact with clients to ensure their goals and needs are being met;
- Identify barriers or risks the young person faces in engaging in education or employment and develop responses to support the client in addressing these barriers.
- Navigate educational course enrolment and study requirements
- Establish and maintain strong employer network links
- Provide follow along support for young people with their employers as agreed with the young person and consistent with the IPS model
- Liaise and advocate with employment service providers connected with young people in the PYI program to support young people achieving their desired employment goals
- Encourage the young person in their studies to achieve their goals
- Understand how to apply for jobs and develop behaviours and resources for successful interviewing
- Assist the young person to manage working relationships and networks
- Help the young person understand the consequences of not meeting employment responsibilities.
- Encourage and help build resources and strategies in the young person to improve their job prospects
- Encourage the young person and help them celebrate success as they achieve their goals

## **3. Key Responsibilities/Outcomes**

- Deliver the Individual Placement and Support (IPS) program within PYI.
- Provide individualised career planning and post placement support aligned to client career goals.
- Cold call and market young people looking to work to a broad range of employers and educators
- Support employers by providing on-site support, training and workplace adjustments as needed
- Complete IPS reporting as directed by the IPS implementation team and the PYI management team.
- Participate in quarterly IPS fidelity reviews
- Ensure the IPS Practice Principles are followed.

## **4. Service Promotion and Administration**

- Accurately record data as required by Veritas House, funding bodies and the IPS model;
- Ensure CIMS is completed in a timely manner and all documentation is up to date;
- Provide professional reports and other correspondence as required or requested;
- Participate in evaluation processes as required;
- Participate in IPS Fidelity Reviews as required
- Other administration tasks as required;
- Promote the role of PYI in the wider community;
- Attend and participate in local interagency meetings if required.

## **Other Duties and Responsibilities:**

### **Team Participation & Work Management**

- Contribute to the ongoing development of a diverse, inclusive, dynamic, creative and cohesive team;
- Contribute to the development of solid, equitable and honest relationships that support a strong team approach and to maintain a strong work ethic in personal efficiency and effectiveness at all times;
- Use supervision, professional development, team meetings and Veritas House performance accountability processes to enhance outcomes for children and young people.

### **Cultural Sensitivity and Appropriateness**

- Demonstrate cultural awareness and appropriateness in all interactions with colleagues, clients, providers and others interacting with the service.

### **Accountability**

- Accept line supervision from your Team Leader/Manager;
- Maintain work records and statistical data as required;
- Work within and abide by all policies, practices and guidelines of Veritas House;
- Attend team meetings as requested;
- Have a clear understanding of confidentiality and privacy issues pertinent to service users, staff and the Agency;
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own wellbeing in the workplace.

### **Work within a Legal & Ethical Framework**

- All work must be carried out in accordance with Veritas House policies, procedures, aims and objectives, relevant funding agreement guidelines and legislation
- Maintain and ensure strict confidentiality.
- At all times demonstrate commitment to the Staff Code of Conduct.
- Comply with all relevant legislation.

### **Work Health and Safety**

- Participate in WHS consultation and training as required;
- Actively promote safe work practices in the workplace;
- Adhere to Veritas House WHS policies and procedures;
- Report to your Team Leader/Manager and the WHS Officer any near misses via WHS Hazard Reports, or illnesses and accidents via WHS Incident Reports;

### **Other Organisational Requirements**

- Contribute to the promotion of the organisation by networking with interagency partners and key stakeholders;
- Ensure that your behaviour and practices support and reflect the Veritas House values and promote the organisation's mission;
- Demonstrate a willingness to work reasonable extra hours as required for the benefit of the children, young people and the organisation.
- Ensure the effective maintenance and repair of all property, vehicles and equipment to an appropriate standard;
- Act as a role model of professional behaviour inside and outside the workplace and in the community, wherever you can be identified as a worker of Veritas House.

### **Conditions of Employment**

All Veritas House workers are bound by the terms and conditions contained in the Veritas House Letter of Offer, the Position Description, the relevant Industrial Award(s), Veritas House Policies, Procedures and the Veritas House Staff Code of Ethics and Conduct, as amended and as endorsed by the Veritas House Executive from time to time.

Veritas House reserves the right to vary this Position Description at any time in response to the changing needs of the organisation, and the occupant will be required to attend to other duties as directed from time to time by an Executive Officer.

**Selection Criteria**

1. Minimum Certificate IV qualification and experience in community services, youth work, education, employment services, vocational services, career development or a related field.
2. Knowledge of issues that impact young people when accessing employment and/or educational opportunities and achieving their goals
3. Demonstrated experience supporting young people with complex needs to gain employment and/or education.
4. Demonstrated experience and success at initiating and sustaining collaborative partnerships with a range of organisations, preferably within the employment and education service system.
5. Knowledge of the employment services sector, Centrelink and other state and federal employment initiatives that impact young people.
6. Highly developed communication skills.
7. Competence in using IT systems to record information within required timeframes.
8. Current unrestricted driver's licence and capacity to travel, including occasional overnight trips in a work-provided vehicle.