### Position Description

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| **Position Title**  Parents Next Mentor | **Reports to**  ParentsNext Manager |
| **Award**  Workskills Employee Collective Agreement 2017 | **Minimum Classification**  S1 |
| **Hours of Work**  Full time or Part time 8.30am-5pm | **Dress Code**  Neat office attire, excellent presentation, well-groomed at all times |

**Prime Functions:**

ParentsNext helps eligible parents to plan and prepare for employment by the time their children go to school. ParentsNext providers work with parents to help them set education and employment goals, develop a pathway to achieve their goals and link them to services and activities in the local community.

Reporting to the ParentsNext Manager, this role will be key in the engagement of parents to achieve positive outcomes and the implementation and delivery of services to clients in the Southern Region of Tasmania.

**Key aspects of the ParentsNext Position Description**

1. **Governance**

* Support the ParentsNext Manager in the Development and ongoing management of:
  + Regional Parents Panel to guide the delivery of the program
  + Program Panel in the Brighton LGA
  + A cultural Capability Reference group
* Working with, and reporting to, the Workskills management team and the Department of Education Skills and Employment

1. **Engagement of participants**

* Ensure clients are engaged in ParentsNext program across the Brighton LGA and the region respectively
* Ensuring all benchmarks as stated in the funding agreement and tender application are achieved, these consist of, but are not limited to:
  + Participation Plans
  + Engagement of clients
  + Negotiating and coordinating programs to assist with program aims
* Using tools to assist clients achieve an appropriate development plan – Workstar
* Using effective research/networking skills to identify training/development opportunities for clients

1. **Management**

* Assist the ParentsNext Manager in the implementation of ParentsNext across the region (Southern Tas)
* Hands on operational involvement, whilst providing excellent management of the program
* Work with the ParentsNext Manager to assist with delivery of the program
* Work with the ParentsNext Manager to support all stakeholders that are involved in assisting with the program
* Promotion/marketing of ParentsNext

**4. Administration**

**End result: An efficient and effective system to ensure easy retrieval of information**

* Maintain excellent job seeker and business records, with supporting documentation and audit trails
* Respond promptly to all enquiries
* Ensure security of confidential information and records
* Carry out other duties which may be requested by management
* Review and update plans as required

**5. Networking, communications and marketing**

**End Result: Good relationships with all stakeholders**

* Liaise with providers of complementary programs
* Develop and maintain positive links with internal business units, community, government departments, training organisations, community service providers and employers to assist job seekers to achieve positive outcomes
* Promote employment services to employers and job seekers
* Ensure that the public’s knowledge and understanding of Workskills is always enhanced, through all community and business activities that are undertaken

**6. Compliance with Legislation, ParentsNext Deed and Workskills’ Policies and Procedures**

##### End result: 90% compliance achieved.

* Carry out all ParentsNext functions in compliance with the ParentsNext Deed
* Ensure Workskills’ Policies and Procedures, EEO, Affirmative Action, Anti-discrimination and WHS legislation are implemented, and records are stored in compliance with the Employment Services Records Rules and the Archive and Privacy Acts
* Ensure that all funding body policies, procedures, guidelines and contractual obligations, including compliance with the Code of Practice and Service Guarantees, are carried out and are operating satisfactorily
* Ensure confidentiality in all areas of the business
* Remain aware of, and up to date with, legislative changes and developments
* Participate in regular audits and other quality assurance processes to ensure adherence to all contractual and legislative requirements

**7. Quality Assurance and Continuous Improvement**

**End result: 100% compliance achieved (QA Framework)**

* Comply with all aspects of Workskills Quality Assurance and Continuous Improvement Framework
* Follow policies and procedures within the QA Framework
* Contribute to the on- going accreditation of Workskills Quality Assurance System through training and audit processes

**Team work and Personal Responsibilities:**

1. Abide by all policies and procedures set out in the Workskills Policies and Procedures, and ensure that the Code of Ethics is followed at all times.
2. Participate in all individual and team Performance Reviews and monitoring activities.
3. Ensure compliance with WHS legislation and policies and promote proactive WHS strategies.
4. Contribute to Workskills Risk Management and Continuous Improvement processes.
5. Participate in staff meetings, training sessions, professional development opportunities and any other meetings as required.
6. Maintain a high level of personal presentation and be polite and courteous at all times.
7. Ensure that all colleagues, clients and stakeholders are treated with dignity and respect at all times.

**Selection Criteria:**

**Essential:**

**Pre-requisites**

* A desire to make a difference by managing and working operationally
* High level management skills
* Experience in the delivery of similar programs - ideally that involve parents
* Excellent communication and negotiation skills
* Drivers licence – essential
* Provision of a current satisfactory National Police Check, and current Working with Vulnerable People Check

**Desirable:**

* Relevant industry knowledge and experience, including knowledge of community services
* Tertiary qualifications in relevant discipline

**Working Environment:**

* Workskills Inc. is a not-for-profit organisation that delivers employment services and other community based programs across Southern Tasmania.
* Workskills Inc. is committed to high standards in relation to workplace health and safety and the provision of equal employment opportunity. All employees are expected to maintain safe working conditions and practices and to uphold the principles of fairness and equity.
* Workskills Inc. utilises a range of information management systems and solutions to optimise its capacity to meet its business objectives. Consequently the successful applicant will work extensively with screen-based equipment.
* All employees are expected to work with clients, stakeholders and colleagues responsibly and in accordance with privacy principles, Workskills’ discrimination and harassment policies, and the Safety of Children and Young People Code of Conduct. All Workskills Inc. employees must comply with the Code of Ethics and all other contractual and legislative requirements under which the organisation operates.