**Position Description**

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| **Position Title**  Troublesmiths Facilitator | **Reports to**  Troublesmiths Coordinator |
| **Award**  Workskills Employee Collective Agreement (2017) | **Minimum Classification**  CO1 |
| **Hours of Work**  Full time  Monday to Friday 9:00am to 5:00pm (some out of hours work required) | **Dress Code**  Neat clothing, excellent presentation, well-groomed at all times |

**Prime Function:**

The Troublesmiths Facilitator will support the commercial and operational management of Troublesmiths, and assist in the strategic development of the initiative. The Troublesmiths Facilitator will facilitate the various facets of assisting young people to achieve their potential, through coaching, empowering, skills development and support.

Experiential engagement is the key to this initiative*.* Volunteers gain practical experience in design, manufacture, promotion, IT, web-design, stock control, administration, retail and management. Troublesmiths demonstrates to local employers the potential of these Young People. The end goal is to see young people enter the workforce.

Troublesmiths recruits Young People 15-24 years of age at risk of long-term unemployment in Southern Tasmania. These Young People often have multiple and complex challenges including low literacy and numeracy, low educational attainment, lack of modelling around employment, low resilience, ATOD issues, mental health issues, young parenthood, homelessness and trauma backgrounds.

**Principal Accountabilities:**

1. Troublesmiths program facilitation
2. Leadership and Volunteer Support
3. Compliance and reporting
4. Personal responsibilities
5. Youth Skills and knowledge

**Duties:**

1. **Social Enterprise Facilitation**  
   **End result: Successful and functioning social enterprise**

* Participate in the development and overall direction of Troublesmiths, ensuring excellence and innovation in the delivery, according to the organisation’s values
* Maintain a high standard of service and product offering across Troublesmiths
* Facilitation of job readiness workshops
* Working with Troublesmiths Volunteers to meet production targets for wholesale and market demands.
* Working with Troublesmiths Volunteers in preparing invoices and shipment-related paperwork.
* Working with Troublsmiths Volunteers to oversee the day to day running of retail stores and product manufacturing
* Assist in further developing Troublesmiths’ innovation capacity

1. **Leadership and Volunteer Support**

**End result: Vibrant, well trained self- directed volunteers and support volunteers in order to achieve positive outcomes**

* Work to ensure positive volunteer engagement
* Identify employment opportunities for Troublesmiths volunteers, including supported employment opportunities
* Provide direction to ensure volunteers understand the business implications of Troublesmiths
* Provide a supportive and encouraging environment for all volunteers
* Ensure open and transparent communication to all stakeholders
* Demonstrate, support and promote Troublesmiths vision, values and purpose
* Build and maintain an environment that will invite creative solutions and innovative ideas
* Set motivating and realistic goals to challenge the volunteers potential
* Foster volunteer cohesion and engagement within Troublesmiths
* Support the orientation, training and ongoing engagement of volunteers in the Troublesmiths program
* Support and maintain strong relationships with key stakeholders and supporters

1. **Compliance and Reporting**

**End result: All contractual obligations are met**

* Maintain excellent records and supporting documentation and audit trails
* Completion of internal and data collection requirements
* Ensure all reporting is undertaken with accuracy and delivered in a timely manner.
* Adhere to the Policies and Procedures of Workskills Inc. and ensure adherence by staff and volunteers

1. **Personal responsibilities**

**End result: Professionalism and integrity are maintained at all times**

* Demonstrate an active, dedicated commitment to Impact Communities, Vision and Core Principles under the Workskills Incorporated banner
* Work within the parameters of the Workskills policies and procedures
* Actively seek to understand, represent and support Impact Communities vision, strategic direction and organisational position to all stakeholders, internally and externally
* Ensure a high level of confidentiality and integrity; liaise with stakeholders in a professional, respectful and constructive manner.

1. **Youth Skills and knowledge  
   End result: The Troublesmiths Facilitator has a range of tools to assist Young People to reach their potential**

* Develop a knowledge of the labour market
* Demonstrate knowledge and understanding of the principles, practices and ethics of youth work
* Demonstrate a knowledge and understanding of youth issues and community development principles
* Develop an understanding of the barriers that may exist and impact on the YP and other community members
* Participate in professional development opportunities as required
* Provide coaching to Voluteers
* Work with and develop culturally relevant methods of engaging YP
* Assist in the planning and implementation of strategies, as part of the Troublesmiths shop, which encourage YP to make full use of resources and services available within the community
* Assist YP in goal setting, aspirations and pathway planning
* Coaching of YP utilising Impact Communities programs
* Assisting YP to overcome non-vocational barriers

**Additional Information**

This position description and associated information should not be considered as comprehensive in its description of responsibilities, criteria or outcomes. It is indicative of the position. The Troublemsiths Facilitator can and will be asked to undertake duties within their competencies, skills and abilities and training that may not be mentioned in this document.

**Work Health Safety and Diversity:**

Workskills Incorporated is a decentralised employer with staff deployed across greater Hobart and Southern Tasmania. Staff may be transferred between locations according to business needs.

Workskills Incorporated is committed to high standards of performance 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 promote and uphold the principles of fair and equitable access to employment/promotion, personal development and training and the elimination of discrimination and harassment from the workplace.

Workskills Incorporated promotes the introduction and application of information management systems and solutions to optimise its capacity to meet its business objectives. Consequently the successful applicant may work extensively with screen-based equipment.

All employees are expected to utilise information management systems responsibly and in accordance with privacy principles and Workskills Incorporated discrimination and harassment policies. All Workskills Incorporated employees must comply with the Safe Children and Young Persons Code of Conduct, The Code of Practice, The Service Guarantees and other contractual and legislative requirements under which the organisation operates.

The position is located in a smoke-free, office-based environment. Smoking is not permitted in Workskills vehicle.

**Selection Criteria**

**Essential:**

* Creative, innovative and analytical approach with meticulous attention to detail
* Demonstrated experience working with YP, including those from a refugee, CALD, ATSI or disability background, within a community development context
* Ability to build strategic working relationships and partnerships
* Relevant tertiary or equivalent job-related experience
* Tasmanian Working with Vulnerable People Registration and a current satisfactory National Police Check
* Current Driver’s Licence

**Desirable:**

* Experience in group facilitation
* Experience within the employment or community services sector