# Position Description

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| **Position Title**  Transition to Work Coach | **Reports to**  Transition to Work Team Leader |
| **Award**  Workskills Employee Collective Agreement 2017 | **Minimum Classification**  CO1 |
| **Hours of Work**  Full-time 8.30 a.m. – 5.00 p.m.  Monday to Friday | **Dress Code**  Contemporary professional services attire |

**Prime Function:**

Transition to Work (TtW) Coaches provide the core, frontline youth development role within **Workskills’ TtW service** in Hobart and Southern Tasmania. The TtW service is an important part of Workforce Australia services in Tasmania, annually supporting approximately 1900 at-risk young people aged 15-24 years achieve their life, work and education goals.

Each TtW Coach is responsible for directly facilitating job, education and activity outcomes for a caseload of TtW Participants. Each TtW Coach works as part of team reporting to a **TtW** **Team Leader,** who in turn reports to the **TtW Manager**. TtW Coaches also work closely with **TtW Placement Officers** to help place **TtW Participants** in jobs and education; and with **TtW Activity Officers** to ensure each TtW Participant has a client-centred program of development activities.

TtW Coaches are responsible for implementing a strengths-based coaching model set out in Workskills’ **TtW Service Manual**. They will be supported to perform this role by a **TtW Practice Specialist**. TtW is a performance driven program, and TtW Coaches will be expected to meet or exceed individual and team targets for **TtW outcomes**.

TtW Coaches will be required to engage with a range of internal and external services to ensure TtW Participants receive appropriate vocational and non-vocational support on their pathway to work and/or further education.

**Principal Accountabilities:**

1. Provide client-centred, strengths-based coaching for TtW Participants in accordance with the TtW Service Delivery Manual and the TtW Deed.
2. Manage a caseload of TtW Participants to provide individually tailored coaching support, through individual face-to-face appointments; small group activities; online coaching; and phone-based coaching.
3. Meet individual performance targets aligned with the TtW Performance and Quality Framework and contribute to the achievement of team and whole-of-service performance targets.
4. Coordinate with a range of internal supports and external organisations to provide TtW Participants with targeted vocational and non-vocational support; personal and career development activities; education placements; and work placements.

**Performance Dimensions:**

**1. TtW Coaching**

**End Result: TtW Coaching positively contributes to TtW Participants achieving their life, work and education goals.**

* Demonstrate a professional commitment to the delivery of high quality, strengths-based, client centred coaching, specifically tailored for at-risk young people in Southern Tasmania
* Understand and implement the TtW Coaching function as set out in the TtW Service Manual, including with support from the TtW Practice Specialist
* Understand and comply with relevant requirements of the TtW Deed, as directed by TtW Team Leaders, the TtW Practice Specialist, and the TtW Manager
* Understand and comply with relevant requirements of Workskills’ quality assurance and information security frameworks, as directed by TtW Team Leaders and the TtW Manager.

**2. TtW Caseload Management**

**End Result: TtW Coaches provide individually tailored youth development coaching to each TtW Participant.**

* Deliver high-quality TtW coaching through a variety of delivery methods, including individual face-to-face appointments; small group activities; online delivery; and phone-based coaching
* Manage TtW Participant commencements; appointments; plans; activities; placements; and post-placement services via the Department’s IT systems Workskills’ internal systems; the TtW Deed; and the TtW Service Delivery Manual
* Facilitate progression of TtW Participants through the stages of Workskills’ TtW service model to support Participant outcomes and maintain optimum caseload size.

**3. TtW Performance**

**End Result: TtW Coaches support TtW Participants to achieve employment and/or education outcomes that meet or exceed Workskills’ TtW Performance Targets.**

* Achieve a set of individual performance targets related to TtW Participant outcomes and activities – and caseload management – in the areas of ‘Education and Employment’; ‘Progression to Employment’; ‘Quality of Service’; ‘Efficiency of Service’; and ‘Deed Compliance’
* Apply Workskills TtW Service Model to achieve rapid education and employment outcomes for TtW Participants with high levels of readiness, and ensure all Participants are on tailored pathways to employment and/or education
* Maintain a strong understanding of the needs and requirements of employers, and trends in the labour market, and work with TtW participants to meet employer expectations, including through close collaboration with TtW Placement Officers
* Contribute to the achievement of team and whole-of-service performance targets, including proactively supporting other TtW coaches to facilitate outcomes for TtW participants.

**4. Coordinate internal and external service provision**

**End Result: TtW Coaches facilitate TtW Participants accessing vocational and non-vocational services to help achieve their life, work and education goals.**

* Maintain a detailed understanding of the vocational and non-vocational services available to TtW Participants in Southern Tasmania, and support TtW Participants to safely access services matched to their strengths, needs and goals
* Maintain professional working arrangements with vocational and non-vocational service providers to ensure timely, supported, coordinated referrals of TtW Participants into and between services
* Work closely with Workskills’ TtW Activity Officers to enable TtW Participants to access vocational and non-vocational services, programs and activities facilitated by Workskills’ Activity Team.

**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 Code of Practice, the Safe Children and Young People Code of Conduct, 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’ vehicles.

Vision:

Enabling positive change in Tasmanian communities through work, skills and cooperation.

Purpose:

To prepare Tasmanians for work; place Tasmanians in meaningful jobs; and help Tasmanians keep in employment - for the benefit of individuals, families and communities.

Values:

**Integrity**

We do the right thing by each other, our clients, our stakeholders and the Tasmanian community. We are honest, ethical and fair. We match our commitments with outcomes.

**Respect**

We respect the people we work with, focusing on their strengths, knowledge, skills and experience.

**Teamwork**

We work collaboratively to achieve our goals. We are inclusive, bringing people from diverse backgrounds together to achieve common aims for mutual benefit.

**Innovation**

We are adaptable, agile and think outside the box. We foster creativity, adopt technology, and embrace better ways of working.

**Performance**

We are focused on achieving outcomes and we are transparent in measuring our impact.

We are committed to service quality and continuous improvement. We aim to be an efficient and sustainable organisation that helps Tasmanians over the long-term.

**Passion**

We care deeply about Tasmanian communities, and use this passion to motivate people to achieve their goals in work and life.

**Accountability**

Every staff and board member is accountable to themselves, and each other, for fulfilling our vision, purpose and values, and the strategic priorities set out in this plan.

**Selection Criteria:**

**Essential:**

* Ability to deliver, (through a comprehensive on boarding and training program), strengths-based, co-designed, client-centred approaches to youth development.
* The ability to understand the needs of young people; facilitate young people’s preparation for work and/or education; and support young people to achieve work and education outcomes
* The ability to develop skills in case management, tailoring services for individual clients; managing diverse caseloads with empathy and professionalism; apply service guidelines and models; and use digital case management systems
* Strong interpersonal communication skills, including the demonstrated ability to engage effectively with young people, and collaborate professionally with colleagues and external service providers
* Provision of a current satisfactory National Criminal Record Check, and registration to Work with Vulnerable People in Tasmania

**Desirable:**

* Educational qualifications in a relevant field.
* Current Tasmanian driver’s licence

**Key Performance Indicators**

**TtW Deed KPIs**

TtW Coaches will contribute to Workskills meeting and exceeding the TtW Deed KPIs, including:

1. “Education and Employment” (achievement of Education Outcomes and Employment Outcomes)
2. “Progress to Employment” (successfully assisting TtW Participants to develop skills which increase their likelihood to achieve sustained Employment)
3. “Quality of Service” (assessment of quality of TtW Services provided to Participants and Employers)
4. “Efficiency of Service” (including effective utilisation of TtW Places and active and timely servicing of Participants)
5. “Deed Compliance and Contract Management” (compliance with the Service Guarantee, the Service Delivery Plan and the TtW Deed)

**Internal Workskills TtW KPIs**

Each TtW Coach’s KPIs will be established in consultation with the TtW Team Leader and TtW Manager, including (but not limited to):

1. Efficiency KPIs (for example, in relation to time for participant progression; number of appointments completed)
2. Effectiveness KPIs (for example, participant completion of activities or milestones that lead to employment and/or education outcomes)
3. Quality KPIs (for example, participant survey feedback; assessments by the TtW Practice Specialist)