

Position Description

Position Senior Mentor **Reports to** Manager **Position number** TBC

Level Individual contributor **Team** Parent Pathways

Our purpose

To connect more people to meaningful work.

CVGT respectfully acknowledges the Aboriginal and Torres Strait Islanders people as the Traditional Owners of this land and we pay respects to Elders, present, past and emerging.

We welcome and accept people from diverse backgrounds and identify and strive to create an accessible and inclusive environment for all and are committed to child safety by establishing and maintaining a child safe and child friendly environment that promotes and protects the interests and safety of all children and young people who interact with our services.

Role overview

Parent Pathways is a transformative program that offers comprehensive support to parents with children under the age of six, particularly those facing disadvantages. The service aims to empower parents by enhancing their skills and capabilities, guiding them towards achieving their education and employment objectives.

Senior Mentors play a crucial role in this journey, offering personalised support for complex needs that acknowledges each parent's unique situation and the importance of their caregiving role. They assist in setting realistic and attainable goals, leading to stable and suitable employment and harmonizes with their family responsibilities.

Additionally, senior mentors facilitate and connects to other essential services, addressing both vocational and non-vocational challenges through a strengths-based approach to case management. The holistic support is pivotal in supporting parents to navigate the path to self-sufficiency and economic stability, while maintaining their vital role in their family.

Key Result Areas (KRA)

The following KRAs capture the primary area of focus for the role and will form part of the annual Performance and Development Plan.

KRA	Accountabilities / Outcomes
1. Provide a high level of support and coaching to participants	<ul style="list-style-type: none"> • Deliver high quality service to participants following CVGT's person centred practice model and the Parent Pathways service delivery model. (May be across multiple locations including designated sites and community settings.) • Support and coach participants to identify education and employment goals, creating personal plans using a variety of tools • Share knowledge and expertise through mentoring and coaching mentors in the team based on strength-based and trauma informed approach • Coach participants to find alternative pathways in the event of setbacks or obstacles using a strength-based approach in the provision of intensive case management to guide and mentor parents who may be experiencing sensitive and complex challenges such as mental health, domestic violence and drug and alcohol addiction. • Ensure participants have access to the necessary tools and resources to achieve their goals, such as laptops, childcare etc, whilst adhering to program guidelines and requirements for documentary evidence. • Conduct in-house activities with participants such as work preparation skills or supervising a participant led governance meeting
2. Promote the Parent Pathways program to relevant stakeholders	<ul style="list-style-type: none"> • Establish positive relationships and networks with local service providers that enhance the referral pathways for participants to meet their needs. • Promote the program and its benefits, by visiting community-based services and programs to encourage voluntary registration in the program. • Promote the program to employers and engage in business development activities to support participant employment through work experience, trials and employment opportunities.
3. Ensure accurate and timely program administration	<ul style="list-style-type: none"> • Proactively manage allocated caseload in accordance with program guidelines and contractual requirements to support program performance and quality • Maintain accurate and timely case files using dedicated case manager software (including documenting interactions, case notes, personalized goal plans and future appointments)

	<ul style="list-style-type: none"> Schedule and conduct period check ins with participants to maintain a positive relationship and understand circumstances contributing to program participation and participate and contribute to audit and assurance activities
<p>4. Take reasonable care to ensure WHS, Audit & Quality Assurance activities are adhered.</p>	<ul style="list-style-type: none"> Follow CVGT policies and procedures to ensure compliance with relevant legislation, standards and guidelines. Take reasonable care to ensure own health and safety and that of others, including adhering to safe work procedures and the reporting of hazards, near misses and incidents.

Stakeholders

Supervise

- Not applicable to role

Internal stakeholders

- All staff

External stakeholders

- Employers & community organisations
-

Key selection criteria

To be successful in this role, you will be required to demonstrate the following:

1. Qualifications, skills and experience

- Diploma level qualification in Community Services, Employment Services or related field or;
- Lived experience in overcoming disadvantage and navigating service systems to achieve education and/or employment, combined with demonstrated work history within employment or community services.
- Experience working in employment or community sector, supporting disadvantaged clients with complex needs, through effective case management and within a broader service system
- Experience in delivering high-quality, person-centred case management including experience in managing complex cases
- Experience in establishing and maintaining professional case management boundaries

- Commitment to personal and professional growth, ensuring continuous improvement in service delivery and client outcomes
- Ability to work with a person centred and strengths-based approach and support colleagues, share knowledge and expertise based on this approach
- Proficiency in utilising a range of software programs including MS office
- Driver's licence & relevant employment checks which may include National Police Check, Working with Children or Vulnerable persons check
- Ability to stay and work in Australia without restriction

2. Our CVGT capabilities

CVGT team members are required to demonstrate the following capabilities dependent on the level of the role.



Act with
accountability



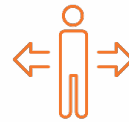
Be my best



Communicate
effectively



Deliver service
quality



Embrace change



Embrace digital
technology

3. Our CVGT values

CVGT team members are required to demonstrate each of our values every day to achieve the great outcomes we collectively make.



Better together



Community matters



Doing the right thing



Finding a way



Genuine care

To understand what's on offer when you become part of the CVGT team please visit [Work with us - CVGT Employment](#)



This position description is intended to describe the general nature and level of work that is to be performed in the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. CVGT reserves the right to modify as required. Employees will be consulted when this occurs.

CVGT recognises the increased importance of workplace flexibility and will reasonably consider requests for flexibility to balancing work, life and family needs.