

# Position Description

<b>Position</b>	Job Coach	<b>Reports to</b>	Team Leader/ESA Manager	<b>Position number</b>	TBC
<b>Level</b>	Individual contributor	<b>Team</b>	Employment Services	<b>Location</b>	Employment Service Area (ESA)

## Our Organisation

CVGT Employment is a not-for-profit, for-purpose organisation that has been connecting people to meaningful work since 1983.

Originally established as the Central Victoria Group Apprenticeship Scheme in response to youth unemployment in the Bendigo region, CVGT has grown into a trusted provider of employment services across more than 100 locations in Victoria, New South Wales, and Tasmania.

Our goal is to create inclusive employment solutions that benefit individuals, businesses, and communities. We are deeply committed to diversity, equity and inclusion in the workplace and ensuring that our services are accessible and respectful to all.

CVGT Employment acknowledges the Traditional Custodians of the lands on which we operate and pays respect to Elders past and present and emerging.

## Role overview

As a Job Coach, you will support participants with disability, injury, or health conditions to achieve meaningful employment through a combination of group workshops, personalised coaching, and tailored service delivery. Working within the Inclusive Employment Australia (IEA) program, you will provide customised support that addresses individual barriers and builds job readiness. You will guide participants through assessments, goal planning, and job applications, while proactively building employer relationships to create opportunities and promote participants into suitable roles.

Travel throughout the Employment Service Area (ESA) is required to support participants and collaborate with internal and external stakeholders.

## Key Result Areas (KRA)

The following KRAs capture the primary area of focus for the role and will form part of the Performance Development Review (PDR) process.

KRA	Accountabilities / Outcomes
<p><b>1. Support participants to achieve sustainable employment outcomes through tailored coaching, inclusive engagement, and strategic employer connections.</b></p>	<ul style="list-style-type: none"> <li>• Support participants to progress toward employment by conducting empathetic and adaptive assessments that identify individual needs, referring to specialised services, and collaborating with external organisations to address barriers and achieve employment goals.</li> <li>• Tailor communication, coaching, and case management strategies to meet the diverse needs of participants, applying a person-centric and strength-based approach throughout their employment journey.</li> <li>• Assist participants in preparing tailored resumes and cover letters and support them in applying for roles both independently and by directly engaging with employers on their behalf.</li> <li>• Deliver work preparation and employability workshops in collaboration with other Job Coaches and team members, ensuring a consistent and supportive experience.</li> <li>• Proactively promote participants to employers within your ESA through reverse marketing strategies.</li> <li>• Ensure participants are equipped with the necessary information, documentation, and transport arrangements to commence employment confidently.</li> <li>• Coordinate interpreters or communication support as needed to ensure participants can fully engage in the employment process.</li> <li>• Facilitate a smooth transition to employment by introducing participants to relevant staff and ensuring appropriate supports are in place once they are job-ready or employed.</li> <li>• Achieve performance metrics set by the manager and regularly report on progress to support continuous improvement and program success.</li> </ul>
<p><b>2. Ensure all service delivery activities are compliant with program guidelines and contractual requirements, while</b></p>	<ul style="list-style-type: none"> <li>• Ensure all services are delivered in accordance with the Service Delivery Model and Inclusive Employment Australia (IEA) contractual requirements, with a focus on respectful, person-centred engagement.</li> <li>• Commence participants within required timeframes following referral to support timely engagement in their employment journey.</li> <li>• Conduct and regularly update participant assessments to reflect current circumstances, goals, and barriers to employment, using empathetic and adaptive communication strategies.</li> </ul>

<p><b>conducting assessments that inform targeted support and improve employment outcomes.</b></p>	<ul style="list-style-type: none"> <li>• Monitor progress against performance targets and contribute to reporting that supports transparency and accountability.</li> <li>• Complete all mandatory internal and external training, maintaining current knowledge of program guidelines, updates, and assurance requirements.</li> <li>• Collaborate with CVGT Work Support Mentor and Employer Engagement Specialist to share insights from pre-employment experiences, helping to shape post-employment support that aligns with employer expectations and sets participants up for success.</li> <li>• Adhere to all relevant guidelines, policies, and regulations to ensure ethical, compliant, and high-quality service delivery that meets the diverse needs of participants.</li> </ul>
<p><b>3. Ensure accurate, timely, and compliant administration of participant records and service activities to support program performance, quality, and audit readiness.</b></p>	<ul style="list-style-type: none"> <li>• Proactively manage an allocated caseload during the pre-employment phase, ensuring all activities align with program guidelines and contractual requirements to support program performance and quality.</li> <li>• Maintain accurate and timely case files using dedicated case management software, including documentation of interactions, case notes, personalised goal plans, and scheduled appointments.</li> <li>• Schedule and conduct regular check-ins with participants to monitor progress and ensure servicing requirements are met.</li> <li>• Prepare and update Job Plans with all relevant information, ensuring completion within required timeframes and in accordance with program standards.</li> <li>• Ensure all administrative tasks - including referrals, appointments, and follow-ups are completed promptly to support participant engagement and program performance.</li> <li>• Collaborate with internal teams to coordinate service delivery and maintain consistency across participant touchpoints.</li> <li>• Contribute to reporting and data integrity by ensuring all records are organised and accurately reflect current participant status to support compliance and audit readiness.</li> </ul>
<p><b>4. Work Health &amp; Safety and Compliance.</b></p>	<ul style="list-style-type: none"> <li>• Follow CVGT policies and procedures to ensure compliance with relevant legislation, standards and guidelines.</li> <li>• 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.</li> <li>• Complete all mandatory training in accordance with its designated due dates.</li> <li>• Contribute to feedback and share ideas for improvement with colleagues and managers.</li> </ul>

Stakeholders

**Supervise**

- Not applicable to role

**Internal Stakeholders**

- All CVGT staff

**External Stakeholders**

- Participants and employers
- Community support services
- Registered Training Organisations
- Non-vocational providers

## Key selection criteria

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

### 1. Qualifications, skills and experience

- Qualification in Community Services, Employment Services, or related field and/or lived experience in overcoming disadvantage and navigating service systems to achieve education and or employment desirable.
- Experience delivering high-quality, person-centred case management that tailors services to meet individual needs is highly regarded.
- Strong capability in guiding participants through the employment journey, including job readiness, application processes, and employer engagement.
- Experience maintaining professional boundaries, supporting ethical conduct and effective working relationships.
- Ability to design and facilitate engaging, outcome-focused workshops that build participants' employability.
- Adapts confidently to change, demonstrating resilience and flexibility in dynamic and evolving environments.
- High-level proficiency in using Microsoft Office, CRM systems, and data reporting tools to inform decision-making and monitor performance.
- Possess full working rights in Australia, with no restrictions on employment.
- Maintain a valid Driver's Licence, National Police Check, Working with Children Check, or Vulnerable Persons Check as a condition of ongoing employment.

## 2. Our CVGT capabilities

CVGT team members are required to demonstrate the following capabilities dependent on the level of the role – refer to Appendix 1.



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.

## Appendix 1

### CVGT Capabilities

Our aim is to achieve great outcomes for our customers, stakeholders, and each other by demonstrating specific skills and behaviours every day when we work.

These skills and behaviours are our CVGT capabilities, and like our values, we expect everyone to demonstrate these across the whole organisation.

#### For an Individual Contributor



##### Act with Accountability

- I take responsibility for my own actions and behaviours in everything I do when working at CVGT.
- I am forthcoming when I might not be able to deliver, seeking a resolution and managing expectations around how to achieve outcomes.
- I always adhere to relevant policies and procedures and consult my manager if required
- I follow safe practices and take responsibility for mine and other's health and safety



##### Be my Best

- I stay motivated when tasks and work become challenging or uncertain.
- I can manage my emotions at work even though some days this may be challenging
- I am proactive in developing and applying new skills and knowledge and including these both in my day-to-day role as well as documenting in my PDR.
- I can reflect on feedback provided by my manager and /or teammates and identify ways forward.
- I am a supportive teammate and look at ways to assist my colleagues to achieve great outcomes



- I encourage the open exchange of ideas and information using various communication channels.
- I prepare and consider information before sharing to ensure people will understand
- I find ways to ensure meaningful two-way communication to suit the person with whom I am communicating.
- I write in a way that is logical and easy to understand.

### Communicate effectively

- I reflect on ways that I can continuously develop my oral and written communication
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### Deliver service quality

- I recognise that delivering service quality should include a focus on providing a positive experience to both my internal and external customers.
  - I support a service quality culture through my actions, attitude, and approach.
  - I identify and respond quickly to my customer's needs and share any barriers with my manager or customer if they may impact service delivery.
  - I show fairness, respect and professionalism when interacting with my customers.
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### Embrace change

- I adapt to change in a constructive and positive way asking questions if I feel uncertain about the change.
  - I am open to latest ideas, improved ways of doing things and change initiatives even when it feels uncomfortable.
  - I am proactive in learning new skills and knowledge surrounding new initiatives
  - I am committed to supporting our customers during periods of change and being their advocate to my manager, if required
  - I support my teammates if I sense they are resistant or uncertain about the change.
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### Embrace digital technology

- I demonstrate a sound understanding of technology relevant to my role and or program(s) and select the most appropriate technology for the appropriate tasks.
- I act in a safe, respectful, and responsible way when interacting online and with CVGT technology platforms.
- I use available technology and systems to improve overall performance in my role and if there are skill gaps, I look to upskill using relevant resources and expertise.
- I support the implementation of system improvement initiatives, as well as the introduction of recent technology to enhance the way we work at CVGT.