

<b>Position Title</b>	Jobs Victoria Advocate
<b>Portfolio</b>	Student Experience
<b>Division</b>	Schools, Jobs and Pathways
<b>Department/Cost Centre</b>	Jobs Advocate Program - 03330
<b>Classification</b>	Specialist Staff 5
<b>Position Number/s</b>	102381
<b>Reporting to</b>	Manager – Schools, Jobs and Pathways
<b>Supervises</b>	NIL

## Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

To better meet the demands of the fast-paced world of 21st Century business, our courses are designed by industry and taught by professionals.

With over 150 courses on offer, we are well suited to provide quality hands-on training across the major business sectors. Plus, our teachers, training facilities, support services and direct links with industry are second to none.

Our campuses are located throughout the southwest Victoria region, including Warrnambool, Hamilton, Portland, Colac and Sherwood Park with a further delivery site at Glenormiston.

Our **Ambition** is to provide future focused education that creates a lifetime of opportunity and employability.

Our **Purpose** is to deliver a modern and fresh approach to helping generations develop the skills they need for the futures they aspire to.

Our **Values** are:

- **Integrity & Impartiality** - We are transparent and ethical in all that we do, every day
- **Respect & Human Rights** - We demonstrate trust, understanding and embrace diversity
- **Leadership** - We will be forward thinking, collaborative and inspirational
- **Accountability** - We take ownership of our actions and deliver on our promises
- **Responsiveness** - We will deliver and respond with care.

## Division Overview

The South West TAFE Skills and Jobs Centre is a one-stop-shop that provides students, employers, apprentices and trainees with a single point of contact for their training and employment needs.

It provides high quality coaching and career advice in Warrnambool and across the region supporting local communities.

The Skills and Jobs Centre will continue to partner with industry and employers who are seeking to connect with a skilled workforce and development opportunities for their employees.

## Position Overview (Your Opportunity)

This position contributes to the Government's enhanced Jobs Victoria employment support system helping Victorians facing barriers to employment into jobs. Jobs Victoria Advocates will work on the ground to help people navigate employment and training services by proactively connecting with people, where they are, in their local communities. Advocates will connect with Victorians who may need assistance to prepare for or secure suitable employment, ensuring they are aware of the supports available.

The successful applicant will have well-developed interpersonal and communication skills, experience managing and maintaining effective relationships, sound problem-solving skills and the ability to work effectively in a team. An understanding of community engagement principles and practice would be well-regarded. The role provides the opportunity to contribute to the social and economic recovery and inclusion of Victorians impacted by the pandemic.

## Key Accountabilities

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All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation,

These accountabilities include but are not limited to:

### **Your Position**

- Liaise with other members of the organisation including support staff, teaching staff and networking with Student Administration, Centrelink, Job Active Network, LLEN's, Lean Locals and Career networks locally, within the region and state wide.
- In the field of expertise influence decisions both within and external to the work area.
- Provide high quality career advice and development services according to the National Standards for Professional Career Development Practitioners and the CEAV code of ethics to all clients
- Contribute to the Skills and Jobs Centre team in a positive manner and contribute to the cohesive provision of a first-class customer experience.
- Identify and provide career development to clients with special needs or those considered educationally/vocationally at risk across the region in outreach areas.
- Engage in a case management approach to provide career services to those who require it across the region.
- Assist and guide clients with online job profiling and pre-course testing where applicable
- Liaise with all stakeholders, externally and internally to ensure all clients are aware of services available to them across the region.
- Utilise community networks and connections to identify and locate people who need employment-related support.
- Engage with local jobseekers and others in the outer community to understand their needs and support options through a tailored career plan.
- Advocate on behalf of clients to service providers and employers, if required
- Regular collection and management of information and data from participants who have engaged with the Advocate service in accordance to the Jobs Victoria guidelines.
- Represent Advocates and the wider Jobs Victoria services to various agencies, professional networks and the local community
- Contribute to the provision and development of excellent customer service to clients accessing the services of the Skills and Jobs Centre and to service providers, industry and individual businesses liaising with the centre
- As part of the Jobs and Skills Centre team, provide sound advice in areas of expertise and work in accordance with the contractual requirements and the South West TAFE Strategic Goals, develop strategies and techniques in career development and vocational readiness.

### **Your Organisation**

- Recognise areas in which guidance and support is required from the Manager and seek appropriate assistance
- Keep up to date with relevant industry information and best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seek to maintain a healthy and safe work environment
- Commit to access and equity principles in carrying out work functions
- Actively participate in the organisation's Achievement Development Programme (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

## Key Selection Criteria (Key to Success)

Successful candidate will demonstrate the best combination of the following characteristics;

- Relevant experience: Previous community engagement experience and/or knowledge of best practice community engagement principles and practice
- High level of interpersonal skills: Demonstrated ability to understand and identify a range of client needs using a client-centred approach; capacity to deal sensitively and intelligently with difficult issues
- Strong communication skills: Demonstrated experience engaging and communicating with groups of people, tailoring communication to suit specific cohorts
- Negotiation and influence skills: Ability to influence and gain cooperation of internal and external stakeholders to create and maintain mutually beneficial relationships
- Adaptation and problem-solving skills: Demonstrated resilience adapting to changing environments; proposes innovative solutions to identified problems
- Organisational skills and teamwork: Ability to effectively plan and manage multiple tasks independently and as part of a team; ability to work collaboratively to achieve outcomes

## Qualifications and Requirements

### *Mandatory requirements*

- Relevant experience and relevant knowledge of the job sector
- Employee Victorian Working with Children and satisfactory Police Check
- Current Victorian Driver's license

### *Highly desirable requirements*

- Certificate IV in Career Development or willing to obtain the qualification
- A Sound knowledge and understanding of the employment, education and/or community services system would be well-regarded
- Bilingual skills relevant to the local community would be well-regarded

## Additional Information

- South West TAFE supports Equal Employment Opportunity and actively encourages Indigenous applicants to apply
- South West TAFE promotes the safety, wellbeing and inclusion of all children including those with a disability
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2016
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- SWTAFE may alter this Position Description if and when the need arises to best suit the operation requirements of the position.
- Any member of SWTAFE may be required to work at any site dependent upon business needs.

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager		
Approved by	Department Executive Manager		
P&C review	People & Culture		12/07/2021
Agreed by	Incumbent		