



Position Description – Jobs Victoria Advocates (2 roles FT)

Capital City Local Learning & Employment Network

The Capital City Local Learning & Employment Network (City LLEN) is a not-for-profit incorporated association established in 2002 to deliver strategic solutions and initiatives aimed at maximising the participation in education, training and employment of young people, focusing on those most at-risk. We deliver our services within the City of Melbourne local government area.

Currently, the City LLEN receives funding from the State Government Department of Education and Training (DET) to deliver the School-Engagement contract aimed at delivering a range of initiatives to support the careers, pathways and transitions of students as well as the Structured Workplace Learning program. There are 31 LLEN's in Victoria; each covers a geographical area to deliver the DET contract.

The Jobs Victoria Advocates program is funded by the State Government Department of Jobs, Precincts and Regions (DJPR). The City LLEN will recruit 2 candidates to contribute to the State Government's enhanced Jobs Victoria employment support system helping Victorians facing barriers to employment into jobs. Jobs Victoria Advocates (JVA's) will work on the ground; in the community; to help people navigate employment, training and other services they may need by proactively connecting them with appropriate services.

JVA recognises that local, place based solutions by people who are from the community or have excellent knowledge and/or capacity to actively and successfully engage with local jobseekers are best placed to be successful in these roles.

The City LLEN is located in the heart of the Melbourne: Suite 404, 365 Little Collins Street.

The City LLEN has 2 full time JVA positions available; we expect one role to be a youth specialist or both roles to spend at least 50% of their time concentrating on engaging with young people to reflect the specific needs of the local community. So depending on the skills, experience and preference of the successful applicants we could have one JVA focus on Youth and the other work with the whole community age groups or we could have both successful candidates do half youth and half all ages.

We are a Covid-19 safe workplace and allow flexible working arrangements, including working from home and flexible start and finish times.

The City LLEN is an outcomes-focused organisation, providing a supportive, driven culture where the needs of the vulnerable in our community, caring for people and meeting our contractual obligations are paramount.

For more information about the City LLEN please visit: www.cityllen.org.au

About Jobs Victoria Advocates

JVA's will be required to spend up to 70% of their working time in the community. This will include determining where they can best meet and find the people who need the services, such as:

- Presenting to local networks and local community organisations about the program and arranging to meet clients/attend other services.
- Setting up a stand in public housing foyers, libraries, shopping centres, community and sporting centres to interact and engage with members of the local community.
- Door knocking and letter box dropping, and other strategies identified to find the people who require support.

City LLEN JVA's will:

- Be part of a network of locally embedded Jobs Advocates, you will meet and network with other JVA's in Metropolitan Melbourne and across Victoria to support each other and swap best practice.
- Assist Victorians prepare for and secure employment through the provision of information, referral and connection supports.
- Concentrate on servicing unemployed residents of public housing in the City of Melbourne.
- Utilise community networks of the LLEN and our connections to identify and locate people who need employment related support.
- Improve access to services by building relationships with service providers so they can more readily refer people into supports.
- Connect people with relevant services that can help them, this may mean offering to escort someone to the service and coaching them through the interaction and advocating for them.
- Record and document details of supports and interactions with participants using tablets supplied and government web-based programs and follow up connections when required.
- Identify and communicate any issues, emerging trends and gaps in services.
- Advocate for participants and improve access to services by creating links and partnerships with other community agencies and community leaders.
- Be supported and supervised by the City LLEN CEO and attend City LLEN staff meetings.
- Maintain positive relationships with service providers and networks.
- Work with other LLEN staff when appropriate and prepare monthly achievement reports.
- Liaise with the City LLEN Digital Communications Officer for social media opportunities and stories.
- Represent the City LLEN and advocate for vulnerable people in the City of Melbourne in a professional and compassionate capacity.

Successful applicants will be provided with three shirts and can request a combination of business shirt and polo shirts as they prefer. These clothing items are available to help the community identify Advocates, but they are not compulsory.



The City LLEN envisages there may be times and events when it is important to wear the JVA clothes and other times when it is less important. Sizes available are inclusive ranging from Size 8 to 5XL in women and mens.

How to Apply

Include a brief covering letter, your resume and Answers to the Key Selection Criteria (no more than 3 pages for the KSC) to louisesmith@cityllen.org.au by 10 March 2021.

State in your application if you are able to work with young people. The City LLEN requires at least one person to concentrate on youth or both advocates can do half youth/half all ages depending on the experience mix of the successful applicants. If you are able to work with young people, you need to answer the last Key Selection Criteria (KSC) – 8 below.

Key Selection Criteria

1. Demonstrated community engagement experience and cultural awareness gained from working with people from migrant and refugee communities.
2. Demonstrated ability to understand and identify a range of participant needs using a client-centred approach and sensitively and discreetly respond and manage difficult issues and participant disclosures and needs.
3. Demonstrated strong verbal communication skills, ability to engage and build trust, to convey information effectively and persuade participants and ability to speak at events or to groups of people about the JVA program.
4. Demonstrated ability to maintain strong relationships and networks to create mutually beneficial relationships with other organisations and people.
5. Demonstrated flexible approach, capacity to problem solve and determine best course of action in real time and respond to a changing environment.
6. Demonstrated experience collaborating and working in a team.
7. Confident user of technology, including Microsoft suite and ability to quickly learn how to use new programs and manage independently online.

If you are applying to be a youth specialist JVA or would like 50% of your role to be with young people, please also answer KSC 8:

8. Demonstrated experience and ability to engage young people, understanding and awareness of the issues they face as they navigate pathways from school to employment or further training and other challenges associated with youth from CALD backgrounds.

Highly desired – if you have these skills please indicate this in your application or resume:

- Tertiary qualifications preferably in youth work, community capacity building, social work, psychology, education, behaviour science, employment services, Human Resources or other people focused programs.
- Bilingual in community languages relevant to the African-Australian cohort
- Knowledge of existing employment, education and/or community services in the City of Melbourne.



Probationary Period & National Working with Children's Check

6 months probationary period. This position is conditional upon a satisfactory Working with Children's Check (WWC) and valid entitlement to work in Australia for the duration of the contract.

Contractual Period

ASAP for approximately 2 years. Possible further contract extensions subject to government funding.

Hours, Time Fraction & Equipment

Full time – 38 hours per week.

Attendance at after-hours functions may be required from time to time and is accumulated as Time in Lieu to be used in accordance with the City LLEN's TIL Policy and Procedures only.

Equipment includes:

- A new Surface Pro tablet, keyboard and touch pen (mouse also if preferred)
- Range of JVA merchandise: hand sanitiser, lanyard, backpack, drink bottle, disposable face masks, post cards, pens, cap, portable phone charger

Salary Package & Reimbursements

Salary range: \$68,000 - \$82,000 per annum based on skills and experience, plus 9.5% superannuation.

This is based on Level 5 of the SCHADS award, the City LLEN are paying above award rates.

The City LLEN has attractive salary packaging arrangements enabling a portion of your income to be provided tax free.

Travel performed in the course of doing your job is reimbursed depending on the circumstance of the travel, travel to and from the LLEN office is not reimbursed but travel from the office to a community space or event is reimbursed. If you need to carry equipment you are welcome to use Uber or cabs. Travel outside the free MYKI zone in the city is also reimbursed if it is from the office to a community space.

You will need to use your own mobile phone for work and the LLEN will negotiate a fair monthly reimbursement towards your costs. If you prefer not to use your own phone, a basic mobile phone will be provided.

The LLEN will pay for the cost of a new WWC check if required.

Further Enquiries?

Phone Louise Smith, CEO of the Capital City LLEN via 0430 132 499.