

Job and Person Specification

Position:	Youth Connector - Project Y
Reports to:	Project Manager
No of Direct Reports:	Nil
Award / Level:	Labour Market Industry Assistance Award [MA000099]
Incumbent:	
Date Appointed:	

Position Objective

The overarching objective of the Youth Connector role will be to provide highly personalised support to the participants of the Project Y program.

The Youth Connector will attract participants to the program and engage with each individual to develop and action activities that lead towards improvements in each individuals education, training and employability skills. This can include:

- Identification of employability strengths and career goals
- Identification of barriers, and providing assistance to find appropriate support
- Assistance with exploring employment, education and career options and pathways
- Creating opportunities for exposure to areas of interest

Project Y is funded for three years, from 2025 to 2027 and is available on a voluntary basis to anyone aged between 15 and 25. There are no pre-requisites to participation, however those under 18 years require parental/guardian permission.

The project aims to develop work ready skills, address barriers to employment, explore work, education and training opportunities and assist participants to find ongoing and meaningful employment and/or engage in ongoing training and education. The project relies heavily on relationships with community organisations and stakeholders to provide participants with work exposure and other support services.

The delivery of the program adheres to the Child and Youth Safe Organisations Framework.

Key Result Area	Key Tasks	Performance Indicators
Personalised Career Coaching and Support	Establish a routine of personalised connection and support with each program participant	A minimum of fortnightly contact with each program participant for the first three months, then tailored to participants needs beyond the first three months.
Personal Career Plans (PCP)	Support each participant to develop a Personal Career Plan, or similar goals based document	The Youth Connector will file a series of updated PCPs for each participant.
Supporting and monitoring the implementation of PCPs	Meet regularly with participants to update, reflect upon and monitor the actioning of the PCP.	The Youth Connector will maintain a running record of support contact and progress on PCP actioning for each course participant.
Work Exposure and Experience	<ul style="list-style-type: none"> The Youth Connector will take a primary lead in setting up Work Exposure/Experience placements for participants if and when they are ready. The Youth Connector will call upon the support of other hub personnel to establish leads and potential work experience sites and opportunities. 	Participants that display a readiness to engage in work experience opportunities will be linked to and supported to sustain engagement in work experience placements.
Ongoing training and education engagement	The Youth Connector will pursue, if relevant to the participant, plans for engaging in further training and education to advance their employability.	Establish and maintain a record of participant engagement, completion and attainment of ongoing training and education.
Supporting participants in applying for employment	<ul style="list-style-type: none"> The Youth Connector will collaborate with other hub personnel to seek out and establish employment opportunities for the participants. The Youth Connector will provide personalised support to participants to apply for employment opportunities. The Youth Connector will support program participants through employment commencement and onboarding transitions. 	<ul style="list-style-type: none"> The Youth Connector will support participants to apply for employment opportunities. A personalised record will be maintained for each participant of positions applied for and feedback gained if unsuccessful. Maintain a running record of support actions through the onboarding and employment connection phase.
Supporting participants and employers into sustainable employment matches	Once the course participants have been onboarded into employment the Youth Connector will check in regularly with both the Employer and Participants to support the sustaining of the employment match.	Maintain a running record of contacts, support actions and interventions aimed at successful matches sustaining themselves.
School and Education Provider Relationship Management	<ul style="list-style-type: none"> Effectively manage the relationships with schools, and education and training providers, to advocate for successful outcomes for participants. Where possible, deliver customised programs or offerings to local schools 	School and Education and Training providers are actively and positively engaged in the program.

Selection Criteria/Person Specification	
QUALIFICATIONS/EXPERIENCE	<ul style="list-style-type: none"> • Experience in personal support roles and environments. • Experience in managing multiple stakeholder relationships. • Demonstrated high level of customer service with a complex product or service. • Demonstrated skills in the utilisation of computer systems including Word, Excel, Outlook and Client Relation Management (CRM) systems. • Understanding of the labour market, employment pathways, training opportunities or education systems (Desirable)
KNOWLEDGE/SKILLS	<ul style="list-style-type: none"> • Excellent interpersonal skills and an ability to communicate effectively in a variety of situations. • Ability to engage competently in personalised coaching conversations • Ability to liaise and collaborate in a team environment. • Ability to work in a technology equipped environment including the utilization of a CRM.
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • An approachable and helpful nature, proven ability to work effectively in a team • An ability to draw people into a conversation through active listening and open curiosity • An ability to demonstrate care and appreciation • Be able to communicate in a professional and pleasant manner • Demonstrated high standards of personal ethics and integrity

DELEGATIONS & AUTHORITY	<ul style="list-style-type: none"> • Nil
JOB REQUIREMENTS	<ul style="list-style-type: none"> • Current driver's licence • Current Working with Vulnerable People card (Employment Level) • Satisfactory National Police Check
EEO	<ul style="list-style-type: none"> • Ability to clearly understand and adhere to all policies associated with Equal Employment Opportunity, Discrimination and Harassment
TRAINING	<ul style="list-style-type: none"> • As identified