

Jobs Victoria Employment Services (JVES) Position Description

Position:	JVES Caseworker (3 x 1FTE positions available)
Employer:	Migrant Information Centre (Eastern Melbourne)
Reports to:	MIC Manager
Location:	Suite 2, 27 Bank Street, Box Hill 3128 (remote working arrangements are available during COVID-19 restrictions)
Contact person:	Jessica Bishop
Salary Range:	Social, Community, Home Care and Disability Services Industry (SCHCDSI) Award 2010 Classification Level 4
Closing Date:	11.59pm, Thursday 8 th July 2021
Send Application To:	Virginie Charoux-Mindiel – mic@miceastmelb.com.au

Please address the key selection criteria in writing with your application

1. Background

Migrant Information Centre (Eastern Melbourne) (MIC) provides support to people from culturally and linguistically diverse backgrounds residing in the eastern suburbs of Melbourne - the Local Government Areas of Boroondara, Whitehorse, Manningham, Maroondah, Knox, Monash and Yarra Ranges. MIC is governed by a Board of Directors.

The MIC's objectives include:

- Provide poverty support and emergency relief programs to migrant families and individuals suffering financial crisis, destitution, misfortune, helplessness and sickness
- Deliver post arrival services relevant to new migrants and refugees in the Eastern Melbourne Region (the region) to ensure effective local settlement and orientation
- Enhance direct provision of settlement services to migrants in the region
- Provide a primary focus for settlement planning, coordination and delivery in the region, with the objective of ensuring effective and culturally sensitive service provision to migrants by mainstream agencies
- Enhance existing links with and between a range of service providing agencies in the region
- Identify service gaps and/or shortfalls in relation to migrants by mainstream agencies within the region and provide advice and assistance related to appropriate service delivery in the development of new, alternative or additional services for migrants to bridge gaps and shortfalls
- Assess duplication of service within all areas of migrant settlement and to facilitate an effective network grid for the minimisation of duplicate services

- Investigate technology-based solutions for the provision of information on services available within the region to the wider community
- Carry on any other activity, which in the opinion of the majority of the Board of Directors would comprise the spirit and intent of the Board

2. Position Context

This position contributes to the Victorian Government's provision of supports to help Victorians facing barriers to employment into jobs. Jobs Victoria Employment Services Caseworkers will provide culturally responsive and individualised support to vulnerable jobseekers from Culturally and Linguistically Diverse (CALD) backgrounds to assist them to become job ready and place them in employment.

JVES caseworkers will screen jobseekers to identify their individual circumstances including their previous work experience in Australia and overseas, job preferences, and any barriers they could face when applying for employment in their preferred industry. Based on the assessment, the JVES caseworker will provide tailored support that will meet their needs, address barriers, and promote their job readiness.

If job ready, the jobseeker will be supported to search and apply for positions in the relevant industry including assistance with writing applications and resumes, as well as gaining interview skills and understanding Australian work culture and expectations.

Tailored more intensive support will be provided to those who are not job ready. If the jobseeker is experiencing crisis in their lives that is impacting on their ability to work, the JVES caseworker will develop an action plan with them that includes their goals and what steps need to be taken to become job ready. The action plan will be prepared in partnership with the client and the client's consent obtained if referrals are required to other services such as other JVES services, legal, housing, health and/or mental health services.

Jobseekers who require additional skills to become job ready will be referred to pre-accredited or accredited training programs or to other JVES services such as career counsellors. Specifically, JVES caseworkers will work in partnership with JVES core service providers, other specialist services, English language, and vocational training in the Eastern Metropolitan Region (EMR) to deliver training that is tailored to meet the needs identified by employers.

The activities for developing a job ready client pool will involve working with RTO and AMEP programs to develop pre-employment courses that are designed to meet the employment needs of employers where there are job vacancies and labour force shortages. JVES caseworkers will provide on-going support to jobseekers post placement through weekly contact initially to address any concerns and monthly contact once they have settled into their work.

JVES caseworkers will identify and work alongside employers to support them in employing the target groups. Activities that will be used include holding forums for employers that present a value proposition for employing migrants and refugees, showcase successes and dispel myths and misconceptions; working with individual employers to understand employer workforce attraction and retention rates that influence recruitment practices; aligning job ready clients to employer needs through pre-employment training and industry English programs; and provide on-going support to employees and employers post-placement to maintain employment over the longer-term.

The successful applicants will have experience in supporting jobseekers from CALD backgrounds to secure employment, well-developed interpersonal and communication skills, experience managing and maintaining effective relationships with CALD community groups,

other service providers and employers, sound problem solving skills and the ability to work effectively in a team. The role provides the opportunity to support disadvantaged CALD jobseekers to prepare for and secure work, while contributing to the social and economic recovery and inclusion of all Victorians impacted by the pandemic.

3. Key Selection Criteria

- **Relevant experience:** Previous experience and/or knowledge of best practice principles and practice in assisting vulnerable job seekers in obtaining employment, particularly with young people and people from CALD backgrounds and working with employers to identify labour and skills shortages.
- **High level of interpersonal skills:** Demonstrated ability to understand and identify a range of client needs using a client-centered 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, including working with employers, training providers and/or industry groups
- **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

4. Desired Experience/Qualifications

- Sound knowledge and understanding of the employment, education and/or community services system
- Bilingual or multilingual skills relevant to the local CALD communities residing in Eastern Melbourne
- Experience working with CALD communities, including with local community groups and leaders
- A current driver's licence and your own car

5. Position dimensions

- All offers of employment at the MIC are subject to a three-month probationary period and satisfactory police and working with children's check prior to commencement of employment
- The Jobs Services Employment Program is currently funded at MIC to June 30th, 2023
- All MIC staff work in co-operation with other staff and volunteers of the MIC

To apply for the position, please address all Key Selection Criteria and send this, along with your resume and two professional referees to Virginie Charoux-Mindiel at mic@miceastmelb.com.au by 11.59pm on Thursday 8th July 2021.