

ABOUT BRIDGING THE GAP & EMPLOYABILITY SKILLS TRAINING

Bridging the Gap (BTG) Inc is a non-profit, community-based agency with a 30year history of providing valued and successful services to young people living in the Perth and Peel region.

Our headquarters is located in Kwinana; and we deliver a variety of programmes to disadvantaged and unemployed people which are managed by a network of professional and dedicated staff. Founded in 1986, BTG endeavours to empower young people to manage their own lives through proactive assistance and engagement to achieve long lasting and positive outcomes. BTG has developed sustainable community-based partnerships and innovative engagement methods to effectively deliver services and programmes.

BTG delivers goal orientated training that capitalises on person-centred and strengths-based delivery that facilitates young people taking self-responsibility for their learning and being accountable for its application.

We have a strong focus on ensuring that young people leave the training with the skills to be work-ready, able to cope with change, adapt to a working environment, able to face the fear of the unknown and effectively manage workplace relationships. Our interactive training, curricula and assessment systems will allow young people to think creatively and collaborate together. Using a project-based learning approach that simulates the workplace, we will use authentic real-world employment problems and scenarios and have formative assessments.

POSITION DESCRIPTION

Position Title:	Employability Skills Trainer & Coach
Department:	Training Services
Classification:	As per LAMA Award
Location:	Flexible locations within Perth and Peel Region
Salary:	To be negotiated
PD prepared by:	Human Resources
Date approved/updated:	18/03/2019
Version:	V.3 2019
Reports to:	EST Coordinator
Supervision of:	Nil

POSITION SUMMARY

In the 2016-17 Budget, the Australian Government announced an \$840 million Youth Employment Package to give young people the employability skills and real work experience they need to get a job. The Employability Skills Training (EST) element of the package will equip young people to:

- understand and meet the expectations that employers have of job applicants during the recruitment process and of new employees in the workplace
- be aware of and pursue employment opportunities in their region, including how they relate to the development of sustainable employment and career development

The overall aim of our training is to build the skills, capabilities and experiences of young people that are needed to develop a range of competencies to succeed in the labour market. These include:

1. Emotional capabilities: that is an individual's ability to manage their emotions and persevere when setbacks occur. This includes personal assets such as self-esteem, and having grit and determination to succeed
2. Attitudes: an individual's outlook and approach to learning and work. This includes their general feelings about participating in work and their aspirations
3. Employability skills: the attributes required to succeed in the workplace

EST is delivered intensively in two blocks of three weeks each. Generally training takes place Monday to Thursday inclusive of these days.

Block 1 will focus on pre-employment skills and preparing job seekers to meet the needs of employers. It will help young job seekers to demonstrate they have the attitude and approach to work that employers want. Youth will develop their knowledge, understanding and experience in basic employability skills such as teamwork, communication, personal presentation, reliability and digital literacy. Training is to be delivered in either the context of a particular industry's work environment or in the context of a mix of industries and occupations that address the needs of a broad range of employers. Industry awareness experiences may be used to enhance Training Block 1.

Block 2 will focus on young job seekers gaining a sharper understanding of the labour market so they can identify and pursue sustainable employment opportunities. It will involve the delivery of advanced job search skills, job preparation, career development and interview skills. Training Block 2 must also include industry awareness experiences that may be targeted to one industry or a range of industries.

KEY RESPONSIBILITIES

1. Training & Service Delivery

- Deliver training that is interactive, participatory and practical and is at a high ethical and quality standard at all times
- Develop and deliver a workshop approach designed to simulate workplace environments
- Strong relationship and marketing skills to build partnerships with Jobactive Providers and Employers
- Match participant's ambitions with appropriate work experience placements/industry awareness activities
- Understand Government employment incentives and subsidies in order to promote to Employers as a means to encourage paid employment opportunities
- Sound understanding of the local labour market within the Perth South Region
- Participate in the development and/or adjustment and evaluation of service delivery plans

2. Operational and Compliance Management

- Comply with contractual requirements as per the EST Deed
- Have excellent attention to detail and be familiar with the regulatory and legislative compliance requirements and Standards for registered RTOs and the ASQA VET framework
- Work autonomously and ensure correct processes and procedures are being implemented in accordance with EST Programme Guidelines
- Monitor, review and assess accredited and non-accredited training
- In conjunction with RTO Admin, ensure all data is accurately entered and maintained
- Maintain required documentary evidence to support training assessments
- Maintain sufficient documentary evidence of Risk Assessments
- Effectively manage feedback and complaints and ensure a commitment to continuous improvement
- Participate in moderations and validation of training delivery as required
- BTG may change, add or eliminate duties, responsibilities and/or tasks associated with your role after having reasonable consultation with you about such changes. Any change will not diminish in overall terms your status and/or remuneration.

3. Workplace Culture

- Focuses on continuous improvement in all our work methods and service to clients

- Works cooperatively with other BTG staff
- Comply with the organisation's Code of Conduct
- Comply with the organisation's policies and procedures
- Represent BTG in a highly professional manner during promotional and marketing activities
- Appropriately respond to programme concerns and grievances

4. Workplace Health & Safety

- Report on accidents and incidents with appropriate documentation within required timeframes
- Ensure compliance with all legislative and regulatory requirements, including the Privacy Act, Equal Employment Opportunity, Sexual Harassment and OHS
- Conduct comprehensive Risk Assessments for all Industry Awareness Activities in accordance with the EST Deed

QUALIFICATIONS, KNOWLEDGE, SKILLS & EXPERIENCE

- Minimum Certificate IV in Training and Assessment - TAE40116
- Minimum Cert II in Business
- Minimum of 3 years direct experience delivering accredited training and ability to demonstrate extensive and long term practice success
- Comprehensive understanding of the learning needs of youth and experience with co-designing courses and lesson plans in an inclusive manner
- Ability to create a fun environment and effective learning centre
- Ability to engage and retain youth in training programmes
- Ability to be highly responsive and adaptable to learner's needs
- Strong understanding of the recruitment needs of Employers
- Demonstrated experience in developing strong working relationships with key stakeholders
- Ability to work independently with little supervision
- Computer literate with Microsoft Office
- High degree of administrative and time management skills

CONDITIONS OF EMPLOYMENT

The employee will be able to provide proof of:

- Minimum Certificate IV in Training and Assessment - TAE40116
- Minimum Cert II in Business
- Knowledge of the Australian vocational education and training sector including Standards for RTOs 2015 and the National Code and associated legislative instruments
- Current and acceptable National Police Clearance and Working with Children's Check
- Current WA Driver's Licence
- Successful completion of Probationary Period
- Completion of Vocational Competency Mapping/Industry Competency Mapping and PD Log

SELECTION CRITERIA (Please note we do not require you to complete the selection criteria for this job application, however your interview questions will be based on the items below)

- Provide examples of accredited training courses you've delivered and describe the techniques you have used to keep your audiences stimulated and interested in the training you've been delivering
- Describe the most challenging training experience you've had. Explain how you managed the situation and the final outcome
- When delivering training to youth, please detail how you have adapted your methods to cater for their particular needs
- Describe some of the methods that you have used to assess participants' competency of a particular unit
- Provide examples of how you have built productive external relationships with key stakeholders to achieve program objectives (e.g. jobactive providers and local employers)
- Describe your understanding of the Perth South labour market and the associated needs of local Employers

KEY PERFORMANCE INDICATORS

- All contracted KPI's in accordance with the EST Deed must be met
- Attract sufficient referrals to commence Block 1 & 2 on an ongoing basis
- Retain participants through to training completion
- KPI 1- Effectiveness: Internships/employment outcome: 40% of EST participants gain internships/jobs or progress to further training
- KPI 2 Satisfaction and service quality
- KPI 3 Good news story each 6 weeks, using the good news story template
- Ensure ongoing compliance with RTO requirements
- Develop productive working relationships with key stakeholders to meet programme objectives