



## VOLUNTEER ROLE DESCRIPTION

<b>VOLUNTEER ROLE</b>	Mentor
<b>PROGRAM</b>	Jobs Victoria Employment Services (JVES)
<b>DIRECTORATE</b>	Work Economic, Social Security and Inclusion (WESSI)
<b>REPORTS TO</b>	JVES Team
<b>VOLUNTEER HOURS</b>	1-2 hours per fortnight, or as agreed within office hours

### ORGANISATIONAL PURPOSE

The Brotherhood of St Laurence (BSL) employs over 1200 staff and is supported by approximately 1000 volunteers. Our work is focused in Melbourne and Victoria but branches out through our partners to every state and territory in Australia.

In Australia, poverty and disadvantage is experienced more in some communities than others. The focus of our work is increasingly on places as well as groups of people experiencing hardship such as early school leavers and the unemployed. We create programs which prevent and alleviate poverty during four key life stages: childhood, adolescence, midlife and retirement.

One of our priorities is to work with state and federal governments and other community organisations to grow our successful programs. BSL's approach is informed by the best evidence, including the work of our own research and policy department.

### DEPARTMENTAL PURPOSE

The Work, Economic Security and Social Inclusion (WESSI) department is one of eight departments at BSL. WESSI's operational focus is to assist people who are unemployed, giving them access to opportunities to live and work independently through effective, high-quality employment and training and support programs. WESSI also advocates for appropriate and innovative community responses to employment related issues. The department includes a diverse range of services and initiatives to help people into work and to strengthen families, individuals and communities. These services and programs are delivered from a range of locations across Melbourne.

### PROGRAM PURPOSE

Funded by the Victorian Government, Jobs Victoria Employment Services (JVES) provides personalised employment support to long-term unemployed jobseekers and people at risk of being long-term unemployed. BSL JVES teams seek to:

- Increase employment and economic inclusion of Victorians who are long-term unemployed or at risk of long-term unemployment,
- Build the work-readiness and resilience of jobseekers to gain and sustain work that meets their needs and goals,
- Support Victorian employers to meet their skills and labour needs by connecting them to suitable Jobs Victoria jobseekers,

- Deliver broad benefits to jobseekers, their families, and communities through increased social and economic engagement,
- Complement and address gaps in existing services, including Commonwealth employment services.

## **ROLE PURPOSE**

The role of the JVES Mentor Volunteer role is to provide one-to-one mentoring support to JVES participants in their fields of interest. Mentors are matched to participants based on their industry of interest, education, and job aspiration. Some of the support they may offer could include but is not limited to: establishing goals, providing industry insights, offer guidance around networking, sharing of relevant resources, and offering guidance and support with resume writing and cover letter feedback.

Main industries of interest include: Health Care & Social Assistance, Retail Trade, Manufacturing, Accommodation & Food Services, Transport Postal & Warehousing, Education and Training.

Preferred Occupations Include: Administrative Workers, Health and Welfare Support Workers, Customer Service Worker, ICT Workers

This role will provide support via a digital platform, changing to face-to-face support only when it is deemed safe to do so.

## **ROLE TASKS**

- Provide one-to-one mentoring support in your field of expertise
- Role modelling and sharing of skills
- Support participants with goal setting
- Other duties as required

## **WE ARE LOOKING FOR**

- Current or previous experience in the industries and roles mentioned above
- Ability to hold fortnightly mentoring session for a minimum of 4 sessions
- Ability to relate to people from different cultural backgrounds
- Commitment to attend BSL Induction, Cross Cultural Training and any other role-specific training, as required
- A passionate desire to contribute to positive change in people's lives
- An understanding of, or experience in working with disadvantaged job seekers

## **ORGANISATIONAL RELATIONSHIPS**

Internal Liaisons: JVES participants and staff

External Liaisons: External organisations if mentee chooses to engage

## **CONDITIONS OF VOLUNTEER INVOLVEMENT**

1. This role requires both Police and Working With Children Checks. Your volunteer role will not begin until the necessary checks are complete.
2. Volunteers are requested to take responsibility for their own and others' workplace health and safety and to adhere to policies which keep the Brotherhood of St Laurence a workplace committed to equal opportunity, free from discrimination and harassment.

3. All BSL Volunteers must be eligible to volunteer in Australia.

**AGREEMENTS**

I understand that I am a volunteer who contributes my time and effort without expectation of remuneration.

I understand that as a volunteer I am required to adhere to Brotherhood of St Laurence policies, procedures, and the code of ethical behaviour.

In the event of injury sustained in performing my volunteer role I understand that I can make a claim against the Brotherhood of St Laurence’s insurance policy for 85% of my non-Medicare costs up to the relevant policy maximums. Activities taken on my own initiative outside of this role are at my own risk.

I undertake to keep all personal or sensitive information about customers and participants, other volunteers and the BSL team in the strictest confidence by only discussing such details within the bounds necessary to undertake my duties and responsibilities as a volunteer with the Brotherhood of St Laurence.

Volunteer Name: \_\_\_\_\_

Volunteer Signature:

Date:

Supervisor Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_