

## Position Description

<b>Position Title</b>	Youth Coach
<b>Program</b>	Transition to Work (TtW)
<b>Reports to</b>	Site Manager
<b>Instrument / Award</b>	<input checked="" type="checkbox"/> Enterprise Agreement (EA) <input type="checkbox"/> Social, Community, Home Care & Disability Services Award <input type="checkbox"/> Health Professionals and Support Services Award <input type="checkbox"/> Cleaning Services Award <input type="checkbox"/> Clerks Private Sector Award <input type="checkbox"/> Common Law / Non-Award <input type="checkbox"/> Other
<b>Classification</b>	C3.3

### ABOUT US

Since 1986, Opendoor has been creating opportunities for individuals when they need it most. As a national community services not for profit, we provide services and programs that span employment, training, disability, youth, allied health and social enterprise that assist individuals to gain confidence, skills, and independence.

Each year, we improve the lives of thousands of individuals across Australia, offering practical solutions that empower them to build better futures. With a strong presence in Victoria and Queensland and a committed team, we work alongside individuals to understand their challenges and goals and provide the right resources at the right time.

**Our Vision:** Improving lives through dignity and choice.

**Our Mission:** Empowering people to achieve a meaningful role in society.

### VALUES

In carrying out our day-to-day work, Opendoor management and staff aspire to Opendoor's values:

- **Relationships** that embrace dignity, community and mutual respect.
- **Optimism** that is lived out in positive attitudes about people and expectations of success and growth.
- **Innovation** including creativity, responsiveness, risk taking and flexibility.
- **Diversity** that acknowledges differences and appreciates the diverse needs and skills of each person.
- **Advocacy** that makes us socially pro-active for the disadvantaged.
- **Staff** who are committed to the goals of the organisation and to their own development.



**ROLE PURPOSE**

This position is responsible for delivering tailored employment and education supports to young people at risk of long-term unemployment within the North-Western Melbourne and Barwon Employment Regions, in line with the Transition to Work (TtW) contract guidelines. The Youth Coach provides intensive, pre-employment support to participants by developing skills, addressing vocational and non-vocational barriers, and facilitating connections to education, employment, and community services to achieve sustainable outcomes.

**KEY RELATIONSHIPS**

**Internal**

- Co-operative working relationships are maintained with other members of the TtW team
- Co-operative working relationships with Opendoor staff are maintained to establish links with employers, job seekers and other key stakeholders to ensure targets are met

**External**

- Links are built with job seekers and employers to ensure the service responds to their needs.

**SCOPE**

Direct Reports	Indirect Reports	Budgeted Financial Responsibility	Delegated Financial Authority
			\$200



**KEY RESPONSIBILITY AREAS**

<p>Service Delivery &amp; Compliance</p>	<ul style="list-style-type: none"> <li>▪ Deliver services in line with TtW contract guidelines, funding arrangements, and organisational policies.</li> <li>▪ Conduct participant intakes and assessments (JSCI, ESAt) and maintain compliance standards.</li> <li>▪ Maintain accurate and timely records for claims, validation, payslips, invoices, and wage subsidies.</li> <li>▪ Achieve individual placement outcomes and contribute to team targets.</li> <li>▪ Participate in service planning, review, and continuous quality improvement.</li> <li>▪ Communicate service performance issues to the Regional Manager promptly.</li> </ul>
<p>Participant Support &amp; Development</p>	<ul style="list-style-type: none"> <li>▪ Establish rapport with participants and identify/address non-vocational barriers through referrals.</li> <li>▪ Mentor young people in foundation skills (literacy, numeracy, teamwork, communication, reliability, motivation).</li> <li>▪ Develop and maintain strengths-based, tailored Job Plans that include employment outcomes, job search, and work preparation strategies.</li> <li>▪ Provide career guidance, resume/cover letter support, interview coaching, workplace presentation advice, and equipment brokerage.</li> <li>▪ Assist participants in engaging with training and education, including adapting materials to learning styles and supporting online learning.</li> </ul>
<p>Employment &amp; Training Pathways</p>	<ul style="list-style-type: none"> <li>▪ Conduct sourcing activities through direct approach, advertising, and attraction strategies.</li> <li>▪ Continually survey the local job market to identify job, apprenticeship, and training opportunities.</li> <li>▪ Match participants to suitable employment opportunities and advocate to employers on their behalf.</li> <li>▪ Assess participants' skill levels against career goals to identify training or work experience needs.</li> <li>▪ Support participants in transitioning into training, apprenticeships, and internships with appropriate resources and mentoring.</li> </ul>



<p><b>Post-Placement Support &amp; Retention</b></p>	<ul style="list-style-type: none"> <li>▪ Provide ongoing mentoring and support according to post-placement Job Plans or as required.</li> <li>▪ Assist participants with job familiarisation and workplace integration.</li> <li>▪ Maintain regular contact with employers (calls, visits) to monitor progress and ensure expectations are met.</li> <li>▪ Maximise retention by addressing challenges early and offering support if participants are unsuccessful.</li> <li>▪ Where necessary, learn the job or arrange for another participant to step into the role to preserve employer relationships.</li> </ul>
<p><b>Stakeholder Engagement &amp; Customer Focus</b></p>	<ul style="list-style-type: none"> <li>▪ Build and maintain strong relationships with employers, training providers, and community services.</li> <li>▪ Ensure services are customer-driven, meeting the needs of both participants and employers.</li> <li>▪ Market program participants to employers to secure appropriate job matches.</li> <li>▪ Advocate for participants' skills and strengths to facilitate sustained outcomes.</li> </ul>
<p><b>Information Management</b></p>	<ul style="list-style-type: none"> <li>▪ Maintain confidential job seeker records in line with privacy obligations.</li> <li>▪ Maintain confidential employer records.</li> <li>▪ Accurately record service performance information.</li> <li>▪ Maintain all relevant information systems to ensure data integrity and accessibility.</li> </ul>
<p><b>Compliance</b></p>	<ul style="list-style-type: none"> <li>▪ Monitors and ensures compliance with Opendoor's policy and processes and facilitates education and awareness where needed.</li> <li>▪ Commit to providing professional and safe services to all clients, including children and young people.</li> <li>▪ Commit to creating an environment to ensure all clients are safe and free from abuse, neglect, violence, and preventable injury.</li> </ul>
<p><b>Continuous Improvement</b></p>	<ul style="list-style-type: none"> <li>▪ Work to continually improve Opendoor systems and processes to maximise employee efficiency, effectiveness, and productivity to deliver quality outcomes for consumers and participants.</li> <li>▪ Actively contribute to this process of continuous improvement by always seeking better ways to support and assist colleagues and Senior Leadership.</li> </ul>



**Work Health and Safety**

At Opendoor, safety is essential to delivering high-quality, person-centred services. Every employee is responsible for promoting health, safety, and wellbeing of participants, colleagues, and visitors. All employees must:

- Take responsibility for their own safety and support the safety and dignity of others.
- Identify and report risks, hazards, and incidents properly.
- Comply with Opendoor OH&S [policy](#), [procedure](#) and safe work practices.
- Follow directions given by coordinators, site managers or any OH&S representatives.
- Contribute to a positive safety culture that supports safe, respectful, and high-quality service delivery.

**SUCCESS MEASURES**

- **Service Delivery & Compliance**
  - Compliance with TtW contract guidelines and organisational policies (measured by audit outcomes and internal reviews).
  - Accurate and timely completion of participant assessments, Job Plans, and claims processing.
  - Minimal compliance breaches or corrective actions required.
- **Participant Support & Development**
  - Positive participant feedback regarding mentoring, support, and service delivery.
  - Individual Job Plans developed and actively maintained for all caseload participants.
  - Evidence of barriers identified and addressed through referrals and support services.
  - Measurable improvement in participants' foundation skills (literacy, teamwork, reliability, motivation).
- **Employment & Training Pathways**
  - Number of participants placed into employment, apprenticeships, traineeships, or training in line with funding requirements.
  - Range and quality of employment and training opportunities sourced within the local labour market.
  - Employer satisfaction with the suitability of candidates and support provided.
- **Post-Placement Support & Retention**
  - Retention rates of participants in employment or education over the required post-placement period (e.g., 4, 12, 26 weeks).
  - Regular contact maintained with participants and employers as per Job Plans.
  - Early interventions provided to minimise dropouts or disengagement.
- **Stakeholder Engagement & Customer Focus**
  - Employer and stakeholder relationships established and maintained, reflected in repeat placements and referrals.
  - Participant services delivered in a customer-driven, strengths-based, and culturally responsive manner.
  - Contribution to positive team outcomes and organisational reputation in the community.



- **Information Management**
- 100% of participant and employer records maintained confidentially and securely.
- Accurate and timely data entry across all information systems.
- Service performance information reported in line with organisational and funding requirements.

## SKILLS, QUALIFICATIONS, EXPERIENCE

### Essential

- Strong interpersonal and communication skills, with the ability to build rapport and trust with young people, employers, and stakeholders.
- Ability to mentor and motivate disengaged or disadvantaged youth using a strengths-based approach.
- Sound understanding of labour market trends, recruitment practices, and employer expectations.
- Organisational and time management skills, with the ability to manage competing priorities and meet targets.
- Digital literacy, including case management systems, Microsoft Office, and online learning tools.
- Record-keeping and compliance skills with attention to detail and accuracy.
- Experience working with young people (15-24) in employment, education, training, or community support.
- Experience in case management, including assessment, goal-setting, and progress monitoring.
- Current driver's licence.
- Working with Children Check and National Police Check (or ability to obtain).

### Desirable

- Certificate IV in Employment Services, Youth Work, Community Services, Career Development, or related discipline (or willingness to obtain).
- Experience in employer engagement, job placement, or recruitment.
- Experience supporting young people with multiple barriers to employment and education.
- Experience facilitating training, workshops, or group learning sessions.
- Knowledge of government-funded employment services, education frameworks, or youth support programs.
- Qualifications in training, education, or mentoring.



<b>COMPETENCIES AND CAPABILITIES</b>	
<b>Technical/Professional Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>▪ A Certificate IV (or above) and experience in Youth Work, Social Work, Psychology, Community Services or similar is essential</li> <li>▪ Experience in working with young people with multiple barriers is essential</li> <li>▪ Demonstrated ability to recognise people's strengths, aspirations, and abilities to develop their employment potential</li> <li>▪ Experience in employment services and working with young people from CALD and/or Aboriginal/Torres Strait Islander backgrounds will be highly regarded</li> <li>▪ Ability to stay current with labour market trends and developments</li> <li>▪ Proficient in using Microsoft office products and learning new systems</li> </ul>
<b>Focussed on Outcomes</b>	<ul style="list-style-type: none"> <li>▪ Demonstrated ability to achieve and exceed monthly targets and outcomes/goals</li> <li>▪ Knowledge of different job search techniques to achieve outcomes/goals and assist others to achieve outcomes/goals</li> <li>▪ Demonstrated ability to be creative in adopting different ways to deal with different clients</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>▪ Ability to effectively communicate and negotiate community/business/corporate goals, needs and priorities to achieve positive outcomes</li> <li>▪ Integrity in reporting and conducting oneself</li> </ul>
<b>Developing and Managing Relationships</b>	<ul style="list-style-type: none"> <li>▪ Demonstrated ability to establish and maintain useful partnerships and productive working relationships with people across the organisation as well as external organisations</li> <li>▪ Sensitivity to the cultural diversity of the region and its implications for the delivery of appropriate programs</li> </ul>
<b>Self-Management</b>	<ul style="list-style-type: none"> <li>▪ Knowledge of OPENDOOR values and demonstrated capacity to uphold, support and model them</li> <li>▪ Capacity to make rational and fair decisions and display resilience in the face of pressure</li> <li>▪ Ability to work in an environment of substantial organisational change</li> <li>▪ Genuine and demonstrated experience in continually building knowledge and expertise through personal development opportunities</li> <li>▪ Experience in ensuring project objectives are met, adapting resource allocations to cope with contingencies while recognising risks and effectively dealing with them</li> </ul>
<b>Initiative and Problem Solving</b>	<ul style="list-style-type: none"> <li>▪ Capacity to show initiative and respond to changing work demands and circumstances</li> </ul>



<b>Motivation and Support</b>	<ul style="list-style-type: none"> <li>▪ Ability to seek all relevant information while showing independence and initiative in identifying and solving problems to contribute to productive outcomes</li> <li>▪ Demonstrated ability to supports young people who suffer from barriers by motivating, advocating, generalist counselling, and mentoring</li> <li>▪ Demonstrated ability to maintain regular contact with clients via phone or face-to-face to assess the client's progress</li> </ul>
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**Commented [MJ(S1)]:** I think we should be consistent – clients, participants, young people

**Commented [CW2R1]:** Just to confirm - should I just have young people only? Since this is the cohort the program is working with?

**NATIONAL STANDARDS FOR DISABILITY SERVICES**

Opendoor is an Australian Government funded disability service provider and is committed in everyday practice to meet the National Standards for Disability Services. These standards promote and drive a nationally consistent approach to improving the quality of services and focus on rights and outcomes for people with disability. The six (6) standards relate to rights; participation and inclusion; individual outcomes; feedback and complaints; service access; and service management.

Opendoor is also committed to following the Employment Services Code of Practice that set out the principles and standards for delivering employment services.

**WE ARE A CHILD SAFE ORGANISATION**

Opendoor is committed to creating and maintaining a child-safe organisation where children and young people are safe, feel safe, and their voices are heard. We have zero tolerance for child abuse and neglect and are dedicated to upholding the rights, wellbeing, and cultural safety of all children and young people involved in our programs.

At Opendoor, keeping children safe is a core part of who we are. All employees must act in accordance with our Child Safety Code of Conduct and Child Safe Standards Policy; model respectful behaviours; and actively contribute to a culture where children are valued and protected.

Employment with Opendoor is subject to satisfactory background checks, including a Working with Children Check, National Police Check, NDIS Worker Screening Check (where applicable), and thorough reference checks.

**IMPORTANT NOTES**

- *This position is funded through various contracts with the Australian Government Departments, and continuation at the current level is therefore dependent on the ongoing availability of this funding.*
- *Employees must consent to a National Criminal History check; confirmation of employment with OPENDOOR is subject to a satisfactory outcome of the National Criminal History check.*
- *If applicable, the successful applicant must provide a current Working with Children Check card or evidence of being in the process of obtaining a card (application receipt).*
- *OPENDOOR is an Equal Opportunity Employer and encourages people with a disability and from diverse backgrounds to apply.*
- *OPENDOOR acknowledges and respects the privacy of individuals and handles personal information in compliance with Australian Privacy Principles.*

*Employees are expected to attend a two-day Staff Conference every two years, which includes one day of a weekend*



## ACKNOWLEDGEMENT

This position description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of duties. As a growing organisation, you will be expected to perform other job-related tasks as requested by management and as necessitated by the development of this role and the organisation.

This position description is subject to review and may change in accordance with Opendoor's operational, service, consumer, and participant requirements.

