

Position Description

Position Title	Employment and Education Mentor
Program	Transition to Work (TtW)
Reports to	Senior Employment and Education Mentor, Transition to Work
Instrument / Award	<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
Classification	C 4-3

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

The Employment and Education Mentor supports young people (aged 15–24) in post-employment and post-education activities within the Transition to Work (TtW) program. The role focuses on helping participants sustain their employment or education pathways by providing tailored mentoring, follow-up, and problem-solving support.

Working closely with Youth Coaches, Employer Engagement team, Senior Employment and Education Mentor, Site Managers and Regional Manager, the Employment and Education Mentor fosters strong partnerships with local businesses and training organisations to ensure sustainable outcomes. The role also contributes to Opendoor’s commercial strength by identifying new employer relationships and program opportunities.

KEY RELATIONSHIPS

Internal

- Regional Manager, Transition to Work
- TtW Youth Coaches
- Employment, Training, and Social Enterprise teams
- Administration and Compliance staff

External

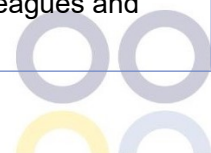
- Employers and business networks
- Education and training providers
- Job seekers and participants
- Community organisations and local youth services
- Government agencies and funding bodies

SCOPE

Direct Reports	Indirect Reports	Budgeted Financial Responsibility	Delegated Financial Authority
Employment and Education Mentor	Nil	Nil	Nil



KEY RESPONSIBILITY AREAS	
Operations	<ul style="list-style-type: none"> ▪ Deliver post-placement and post-education support to participants in accordance with TtW guidelines. ▪ Maintain regular (minimum fortnightly) contact with participants who are employed or studying. ▪ Work collaboratively with employers, training organisations and participants to address challenges and ensure sustained engagement. ▪ Implement strategies to re-engage young people at risk of disengaging from work or study. ▪ Collate and verify evidence such as pay slips, invoices and attendance records to support program claims. ▪ Submit documentation for milestone claims (12-week, 26-week, and hybrid outcomes). ▪ Conduct workplace visits and check-ins to ensure participants' wellbeing and success.
Employer and Stakeholder Engagement	<ul style="list-style-type: none"> ▪ Build and maintain strong relationships with local employers and industry partners. ▪ Market Opendoor services and promote the TtW program to potential employers. ▪ Provide advice and support to employers to enhance job retention and training opportunities. ▪ Partner with employers on workforce planning, job design, and training needs. ▪ Attend expos, networking events and community forums to expand local connections.
Information and Compliance	<ul style="list-style-type: none"> ▪ Maintain accurate, confidential participant and employer records. ▪ Ensure compliance with Opendoor policies, DEED requirements, and funding body standards. ▪ Record service data in accordance with information management systems.
Relationships and Collaboration	<ul style="list-style-type: none"> ▪ Work cooperatively with TtW staff and other Opendoor programs to maximise participant outcomes. ▪ Support a collaborative team culture that promotes knowledge sharing and innovation.
Compliance	<ul style="list-style-type: none"> ▪ Monitors and ensures compliance with Opendoor's policy and processes and facilitates education and awareness where needed. ▪ Commit to providing professional and safe services to all clients, including children and young people. ▪ Commit to creating an environment to ensure all clients are safe and free from abuse, neglect, violence, and preventable injury.
Continuous Improvement	<ul style="list-style-type: none"> ▪ Work to continually improve Opendoor systems and processes to maximise employee efficiency, effectiveness, and productivity to deliver quality outcomes for consumers and participants. ▪ Actively contribute to this process of continuous improvement by always seeking better ways to support and assist colleagues and Senior Leadership.



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

- *Achievement of employment and education retention targets.*
- *Increased employer and stakeholder engagement across the region.*
- *High participant satisfaction and engagement levels.*
- *Accurate, timely and compliant record keeping and reporting.*
- *Positive collaboration within TtW and broader Opendoor teams..*

SKILLS, QUALIFICATIONS, EXPERIENCE

Essential

- Experience in youth employment, mentoring, education support or related roles.
- Experience supporting young people with multiple barriers to education or employment.
- Proven ability to achieve and exceed targets and outcomes.
- Strong interpersonal, communication and negotiation skills.
- Understanding of local labour market trends and youth employment pathways.
- Proficiency in Microsoft Office and data management systems.
- Current Working with Children Check.
- Current National Police Check.
- Current Victorian Driver’s Licence.

Desirable

- Qualification in Youth Work, Employment Services, Community Services or a related discipline.
- Experience in government-funded programs such as Workforce Australia or Transition to Work.
- Experience in business development, employer engagement, or workforce planning.

COMPETENCIES AND CAPABILITIES

Client & Outcome Focus

- Supports young people to achieve sustained outcomes.
- Works efficiently toward performance and contractual goals.

Relationship Management	<ul style="list-style-type: none"> ▪ Builds and maintains positive relationships with employers, participants, and colleagues. ▪ Demonstrates cultural sensitivity and inclusivity.
Communication	<ul style="list-style-type: none"> ▪ Communicates clearly, both verbally and in writing. ▪ Negotiates and presents effectively to different audiences.
Problem Solving & Initiative	<ul style="list-style-type: none"> ▪ Identifies challenges and develops practical solutions. ▪ Demonstrates flexibility and innovation in service delivery.
Professionalism & Compliance	<ul style="list-style-type: none"> ▪ Upholds Opendoor’s values and ethical standards. ▪ Ensures compliance with all relevant legislation and contractual requirements.

IMPORTANT NOTES

- Employment is subject to satisfactory Working with Children Check, National Police Check, and reference checks.
- This role is funded through Australian Government contracts; continuation depends on funding availability.
- Opendoor is an Equal Opportunity Employer and encourages applications from people with disability and diverse backgrounds.
- Opendoor respects the privacy of individuals and complies with Australian Privacy Principles.

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.

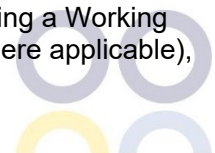
Opendoor is also committed to following the Employment Services Code of Practice that set out the principles and standards for delivering employment services.

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.



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.

ACKNOWLEDGEMENT

I have read and understood the Position Description and agree to carry out my duties in accordance with the responsibilities outlined and in alignment with Opendoor's values, policies, and procedures.

I understand that this Position Description may be amended from time to time in consultation with me to reflect changes to the role or organisational priorities.

Employee Signature: _____

Date: _____

