

Position Description

Position Title	Skills First Reconnect Officer
Program	Skills First Reconnect
Reports to	Training Services Manager
Instrument / Award	<input 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 checked="" type="checkbox"/> Common Law / Non-Award <input type="checkbox"/> Other
Classification	Not Applicable

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 Skills Reconnect Officer supports eligible adults in Victoria to re-engage with education, training, and employment pathways. The role focuses on outreach, participant engagement, case management, and facilitating access to appropriate learning and support services under the Skills Reconnect Program.

KEY RELATIONSHIPS

Internal

- Training Services Manager
- Training Services staff
- Compliance Coordinator
- Administration staff
- People & Culture

External

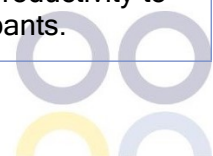
- Community organisations and referral partners
- Training providers
- Employers and industry stakeholders
- Department of Jobs, Skills, Industry and Regions (DJSIR)

SCOPE

Direct Reports	Indirect Reports	Budgeted Financial Responsibility	Delegated Financial Authority
Nil	Nil	As delegated	As per Opendoor Delegations Polic



KEY RESPONSIBILITY AREAS	
Participant Engagement & Intake	<ul style="list-style-type: none"> ▪ Identify and engage eligible participants, including those disengaged from education, training, or employment. ▪ Conduct holistic needs assessments to identify barriers such as literacy, housing, health, or psychosocial factors ▪ Complete intake assessments, including eligibility checks under Skills Reconnect program guidelines ▪ Gather feedback from participants regarding outcomes and course quality
Case Management & Support	<ul style="list-style-type: none"> • Deliver services using trauma-informed, culturally safe, and inclusive approaches. • Provide ongoing, participant-centred case management • Support participants to build confidence, motivation, and readiness for study or work • Maintain regular contact with participants to ensure retention and positive outcomes • Provide appropriate referrals and practical support to assist participants to engage in support services
Program Delivery	<ul style="list-style-type: none"> • Facilitate workshops and group sessions (e.g. employability skills, digital literacy, confidence building) • Deliver one-on-one support tailored to individual needs • Assist participants to transition into accredited training, pre-accredited programs, or employment • Coordinate access to support services including LLN support, allied health, mental health and housing services.
Administration & Compliance	<ul style="list-style-type: none"> • Maintain accurate records, case notes, and participant data, and all communication and contacts electronically. • Ensure compliance with Skills Reconnect Funding Agreement terms & condition, guidelines and reporting requirements • Contribute to data collection, audits, and program reporting • Attend and participate in program meetings, contribute to service development and strategic indicators.
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

- Participant engagement and retention
- Successful referrals to education, training, or employment
- Achievement of individual participant goals
- Timely and accurate data entry and reporting

SKILLS, QUALIFICATIONS, EXPERIENCE

Essential

- Certificate III or higher in Community Services, Youth Work, Education, or a related field (desirable)
- Demonstrated ability to engage and support disadvantaged or diverse cohorts
- Strong communication and interpersonal skills
- Experience in case management or client support

Desirable

- Knowledge of the Skills Reconnect Program initiative in Victoria
- Experience facilitating group sessions or workshops



COMPETENCIES AND CAPABILITIES

Participant-Centred Practice	<ul style="list-style-type: none"> ▪ Delivers trauma-informed and inclusive services ▪ Builds trust and engagement with diverse participants
Communication and Engagement	<ul style="list-style-type: none"> ▪ Builds strong relationships across community and stakeholder groups ▪ Communicates effectively with participants and partners
Accountability and Compliance	<ul style="list-style-type: none"> ▪ Maintains accurate records and meets reporting requirements ▪ Demonstrates strong understanding of compliance obligations
Continuous Improvement	<ul style="list-style-type: none"> ▪ Uses feedback and data to improve service delivery ▪ Identifies opportunities to enhance participant outcomes

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.

