

## Pathways and Work Experience Advisor (ACT) Part-Time Maximum term to June 2020

- Provide career pathways guidance and advice to clients
  - Develop your career in a collegial and supportive environment
  - Work for an educational organisation with a global footprint
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The Pathways and Work Experience Advisor is responsible for providing career pathways guidance to Navitas English clients. This includes, but is not limited to, training on general employability skills, individual and group advice as well as provision of work experience placements for clients in employment focused courses.

This is a part-time (15 hours per week) position on a maximum-term to June 2020.

### **The candidate we seek will ideally have the following:**

- Ability to plan and facilitate individual programs assisting the clients to achieve immediate and long term career goals
- Experience in assisting clients with job seeking skills e.g. writing resumes, cover letters and the application process as well as providing further study options
- Experience in promoting work experience opportunities and referring clients to employers
- Excellent organisational and time management skills, with a demonstrated ability to meet deadlines and manage competing priorities
- Ability to work independently and in a team
- Relevant experience/knowledge in using technology, including a variety of career development related tools, email, Microsoft word, internet and databases
- Demonstrated high level interpersonal, written and verbal communication skills in a multicultural learning environment

### **What we can offer you:**

- Flexible work arrangements
- A fun and supportive team environment
- Career progression and development pathways
- Collegial and collaborative environment with the aim of academic excellence
- Mobility within the organisation and locations
- Health & Wellbeing packages which includes free counselling for employees and family, discounted gym membership, movie tickets, discounts on travel, accommodation and insurance
- Salary packaging and novated leasing



## **About Us**

Navitas English provides the Adult Migrant English Program (AMEP) and the Skills for Education and Employment (SEE) program for the Department of Education and Training, as well as the Career Pathways Pilot for the Department of Social Services. We are committed to working with Federal and State Governments, education providers, communities, employers and industry groups to provide the language, literacy, numeracy and employability skills that meet the settlement, study and employment goals of our clients.

## **Diversity and Inclusion**

Navitas promotes and embraces an inclusive and diversified workforce. We believe equality, flexibility and diversity in the workplace will deliver a rich and collaborative environment for our employees, students and clients.

We encourage applications from candidates with disabilities, of all ages and genders, Aboriginal and Torres Strait Islanders and diverse community groups.

## **How to apply**

Please apply online, or alternatively send your resume with cover letter to Gina Whitfield [Gina.Whitfield@navitas.com](mailto:Gina.Whitfield@navitas.com) by Monday 6 May at 5:00pm. Applications received after the close date may be considered pending the recruitment process.

## **Additional information**

For full description of the role and other opportunities, please visit <https://www.navitas.com/careers>. Successful candidates will require full working rights in Australia and undergo criminal records and working with children check.

*By submitting your application, you acknowledge and agree to Navitas' Privacy policy. Further information can be found at [navitas.com/careers](https://www.navitas.com/careers)*

# Position Description

## Pathways and Work Experience Advisor

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**Division:** Careers and Industry

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**Business Unit:** Navitas English, Government Services (GS)

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**Reports To:** Stakeholder Engagement Manager

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**Responsible For:** Providing high quality services to clients participating in a Navitas English GS employment focused course

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**Salary:** Navitas English ACT Enterprise Agreement General Employee Salary Level 4

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### 1. Overview and Objectives of the Position

#### Overview

The Pathways and Work Experience Advisor is responsible for providing career pathways guidance to GS clients. This includes, but is not limited to, training on general employability skills, individual and group advice as well as provision of work experience placements for GS clients in employment focussed courses.

#### Objectives

The primary responsibilities of the Pathways and Work Experience Advisor are as follows:

- locate and maintain work experience placements for AMEP eligible migrant and refugee clients
- establish and maintain relationships with employing organisations, individuals and enterprises
- identify local employment trends and opportunities
- oversee the clients while in work experience
- respond to client and employer enquiries and feedback
- assist clients with, goal clarification and general job seeking skills
- conduct one on one and group sessions on employability
- carry out administration functions related to the role

### 2. Key Relationships

- Program Managers
- Academic and Operations Team Leaders
- External stakeholders

### 3. Key Result Areas (Areas of Accountability and Responsibility)

#### Client/Relationship Management

Ensures relevant, consistent and high standard delivery of services to clients, organisations and enterprises by:

- promptly and appropriately dealing with telephone and face to face enquiries as required, handling client grievances and escalating to NE GS management if required
- actively promoting Pathways to Work Programs and services to potential clients and employers, ensuring quality and appropriateness of promotional materials
- publicising Pathways to Employment Programs on an ongoing basis through Navitas English social media channels
- providing up-to-date, accurate and relevant information to employers, clients and other stakeholders on all Pathways to Work Programs
- assisting with the planning and implementation of employment focused programs

- liaising with Jobactive providers, Centrelink, industry representatives, SEE, vocational and tertiary education providers to identify pathway opportunities to provide clients with information and referrals to relevant agencies
- sourcing suitable work experience placements and employment or further study opportunities using a range of employment search resources such as newspapers, online publications such as “My Career, Seek, Job Search, Employment Services etc.” and social media platforms
- developing and maintaining effective relationships with clients and organisations
- conducting work preparation sessions for Pathways to Work classes
- supporting clients in the workplaces so that both clients and employers are involved in a satisfying and beneficial working arrangement
- utilising technology (Canvas, FUSE, Swivl, Zoom) as a tool to share information and resources with clients, trainers and stakeholders

### **Reporting and Administration**

Ensure reporting and administration services meet stakeholder and contract expectations by:

- processing of client documentation
- documenting feedback from clients
- maintaining appropriate manual and computerised client records and data bases
- ensuring privacy regulations are understood and implemented
- ensuring client records and personal information are stored securely according to Navitas’ privacy policy

### **Professional Development**

Contributes to the professional development of self and others by:

- participating in and contributing to professional development programs
- arranging a professional development session for all staff involved in SLPET course delivery prior to course commencement.
- implementing and modelling high standards of work performance
- ensuring that GS Employment Pathways Program delivery is relevant and reflects current industry practices

### **Other**

- Taking reasonable care for the health and safety of staff and clients at Professional and English Programs
- Cooperating as far as needed to enable programs to comply with regulations involving health, safety and welfare
- Ensuring clients are placed in organisations and enterprises with safe working environments

## **4. Selection Criteria (Qualifications, Skills and Experience)**

### **Essential:**

- Ability to plan and facilitate individual programs assisting the clients to achieve immediate and long term career goals
- Experience in assisting clients with job seeking skills e.g. writing resumes, cover letters and the application process as well as providing further study options
- Experience in promoting work experience opportunities and referring clients to employers
- Excellent organisational and time management skills, with a demonstrated ability to meet deadlines and manage competing priorities
- Ability to work independently and in a team
- Relevant experience/knowledge in using technology, including a variety of career development related tools, email, Microsoft word, internet and databases
- Demonstrated high level interpersonal, written and verbal communication skills in a multicultural learning environment

### **Desirable:**

- Knowledge of employment, VET, RTOs and trade levels to achieve client outcomes
- Demonstrated experience in working and understanding