

Position title	Home Help Mentor
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Social and community services employee Level 2 - pay point 1
Hours per	Full time fixed term (6 months) with possibility of extension
Reports to	Social Enterprise Development Manager
Direct Reports	Home Help Worker
Position holder	Vacant

Home Help Mentor

The Home Help Mentor will train, mentor, supervise and support participants in the home help program in the skills of gardening and cleaning. The Home Help program supports the learning of people with additional needs and those from culturally and linguistically diverse backgrounds across the Wimmera who face social isolation and economic exclusion including significant barriers to employment.

The Home Help Mentor will:

- Train, mentor, supervise and support Home Help Workers and learning participants to provide asset maintenance services including cleaning and gardening
- Support learning participants to achieve their learning goals
- Provide support to participants, volunteers and trainers
- Undertake cleaning, gardening and minor repairs
- Facilitate appropriate training to upskill participants and volunteers in line with roles
- Contribute to the organisational continuous improvement plan
- Identify and assist in the solution to any communication and workflow problems observed by suggesting improvements and enhancements to existing systems and processes in accordance with Centre for Participation procedures
- Undertake other duties and functions as directed, commensurate with current level of skills and classification

Key Selection Criteria

Essential

- Ability to mentor, support and train learning participants and volunteers
- Excellent verbal and written communication skills including effective listening and clear interpretation
- Reasonable computer and word processing skills with proficiency in Microsoft Word and Excel
- Ability to work with minimal supervision and demonstrate high levels of initiative
- Demonstrated ability to work effectively as a part of a team and with a diverse range of people and personalities

- Effective time management and organisational skills with demonstrated reliability to determine priorities and meet deadlines
- A current Victorian motor vehicle licence

Desirable

- Experience training, mentoring and supporting work experience participants
- Experience working with people from culturally and linguistically diverse backgrounds and/or people with additional need
- Demonstrated networking and communication skills with the ability to develop effective partnership
- Certificate II in Local Government (Operational Works) (LGA20204) and/or Certificate II in Cleaning (CPP20617)
- At least 3 years' experience in related field

Personal attributes

- Confident communicator
- Excellent customer service
- Patient and even tempered
- Self-disciplined
- Ethical and honest
- Determined and positive

Conditions of employment

- All terms and conditions of employment are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010 and the National Employment Standards
- The employee agrees to abide by all health and safety rules and requirements, policies and procedures of the employer that may be amended from time to time
- This appointment is subject to Police check, Working with Children Check and Disability Worker Exclusion Scheme

Chief Executive Officer review and approval:

I have reviewed and approve the above position description

Signature: _____ Date: / /

Robbie Millar - Acting Chief Executive Officer

Employee statement

I have read, understand and agree to the above position description

Name:

Signature: _____ Date: / /