

# POSITION DESCRIPTION



**HOST**  
INTERNATIONAL  
FOSTERING HUMANITY, HOPE & DIGNITY

## CAREER COACH

<b>DEPARTMENT DIVISION</b>	HOST Australia
<b>REPORTS TO</b>	Employment Services Coordinator
<b>LOCATION</b>	Parramatta

### About HOST International

Established in December 2016, HOST International is a not for profit company limited by guarantee committed to transforming refugee protection systems to give more power and choice to refugees and host communities in addressing local protection and integration needs. We work with curiosity, capability and courage to bring humanity, hope and dignity to all.

HOST operates across the Asia Pacific Region and works closely with local and international partners in achieving its vision.

We operate with the values of respect, compassion, integrity, diversity and innovation.

### 1. Position Summary

The Career Coach will support people seeking asylum and on temporary humanitarian visas to access sustainable employment and vocational education outcomes, by proactively coaching participants to minimise barriers and increase self-efficacy. The Coach will support participants to identify their career goals and support the development of a structured career plan that includes the skills, learnings and networks required to access sustainable employment.

This position will be responsible for facilitating participant outcomes within a timely manner and will work closely with community groups and key stakeholders to achieve this. Coaches will engage with participants through a mix of individual and group work delivered via online and face-to-face methods.

### 2. Key Responsibilities

- Deliver structured employment coaching to participants to support access to employment opportunities and employment outcomes.
- Maintain a bespoke coaching approach that focuses on the individual and acknowledges that everyone is unique.
- Co-design individualised career plans with participants to facilitate skill development, networking opportunities, goal identification and address barriers required to maximise long term employability and education pathways.
- Deliver regular coaching to participants to develop, implement, monitor and review individualised plans to ensure timely progress is made towards goals, in alignment with the relevant funding and the program requirements.

- Provide evidence-based guidance in relation to the development of industry specific resumes, cover letters and online profiles.
- Provide guidance in relation to the selection of appropriate and sustainable employment opportunities and assist with applications and preparing for interviews.
- Make referrals to partnering agencies as appropriate. This may include specialised supports for individuals that face additional barriers such as people with a disability.
- Maintain an accurate record of supports and services within the HOST client data management system with evidence to show that specific outcomes have been achieved.
- Ensure reporting and accountabilities are met.
- Support participants to understand the requirements and expectations of Australian Employers including available job opportunities in relevant industries.
- Undertake training and accreditation with Glow Up Careers to deliver one-on-one coaching using their platform and tools.
- Understand and comply with Asylum Seeker Employment Skills Support program contractual requirements and HOST organisational policies and procedures.

### **3. Selection Criteria**

#### **3.1 Essential**

- Relevant tertiary qualification and/or significant professional experience.
- Demonstrated experience operating within a coaching framework or similar approach involving facilitation of personal and professional goals.
- Commitment to HOST values of collaboration, innovation, diversity, integrity, and respect and demonstrated commitment to performance management, quality, and continuous improvement principles.
- Demonstrated experience in working autonomously as well as collaboratively with multi-disciplinary teams to achieve /exceed key performance goals.
- Effective interpersonal, cross-cultural communication, client advocacy skills and stakeholder engagement skills, including supporting a diverse client group, capacity to facilitate groups face to face and ability to manage relationships effectively online.
- Excellent time management skills and experience meeting reporting requirements, with the ability to prioritise workload, meet deadlines and manage complexity.

#### **3.2 Desirable**

- Experience as an employer/recruiter.
- Understanding of current Commonwealth and State policies related to immigration, settlement, asylum seekers, income support and other relevant social policies and demonstrated ability to respond flexibly to changing policy and program needs.

## 4. Expectations of HOST Employees

In addition to the duties listed above, all HOST staff are expected to:

- Respect and abide by HOST’s vision, mission and values, ensuring that their conduct is consistent with the HOST Code of Conduct and HOST Child Safeguarding Code of Conduct and is fully compliant with the provisions of HOST policies and procedures;
- Carry out general administrative functions related to their role and to the effective and efficient functioning of HOST including the timely and accurate management of case files, relevant databases, and all service delivery communications and data;
- Participate in induction training relating to policy and procedures, workplace health and safety and HOST administrative systems;
- Comply with all other reasonable and legal directions of the Senior Manager or relevant Executive as required.
- Communicate concepts, information and arguments efficiently in personal and group contexts and across all organizational levels;
- When representing HOST at internal and external events, ensure appropriate conduct and professional representation at all times;
- Demonstrate high ethical standards and professionalism and visible support and promotion for corporate outcomes and corporate values; and
- Perform other duties commensurate with skills and experience as required.

### 4.1 Position Responsibilities

- Applicants must have the right to work in Australia;
- All applicants must undertake a National Police Check and not have any serious convictions including fraud, assault or serious theft. Any convictions should be declared up front and will be discussed confidentially upon receipt of the criminal record check; and
- Applicant must be fully vaccinated
- Applicant must hold a valid WWCC (Employee) or willing to obtain one.
- Applicants will be subject to social media screening as part of employment and visa application checks.

## 5. HOST’s Core Competency Framework

<b>Customer Orientation</b>	The ability to demonstrate diverse customer focused support and stakeholder engagement in all business-related activities, acting without prejudice and in a manner, that promotes inclusion.
<b>Continuous Improvement</b>	The ability to demonstrate support for organisational change necessary to improve effectiveness and efficiency as well as proactively helping others to successfully navigate through organisational change.
<b>Teamwork</b>	The ability to work collaboratively as part of a high performing team ensuring the effective and efficient operation of HOST in accordance with its values, strategic direction, industry best practice and contractual obligations.
<b>Analytical Thinking</b>	The ability to clearly analyse a situation and seek out relevant information needed to address challenges using a logical, systematic and sequential approach.

<b>Communication</b>	The ability to communicate appropriately and proficiently across varying audiences and contexts, with demonstrated experience in preparing high-level reports, correspondence and briefings.
<b>Initiative</b>	The ability to identify or pre-empt what needs to be done and take appropriate action before being asked or before the situation requires it.
<b>Safety &amp; Wellbeing</b>	The ability to contribute positively to, and take responsibility for one's safety & wellbeing and the safety & wellbeing of those around to ensure a climate of safety, support, resilience and balance.

The above core competency framework applies to all staff working at HOST.

The competencies provide a common language, across HOST, for discussing the Way We Work, not just what we do. It clarifies the behaviours and attributes required of all staff working at HOST. Core Competencies are a critical part of HOST's Organisational Culture and set the minimum expected standard of behaviour for everyone at HOST.

## 6. Workplace Health and Safety (WHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

WHS responsibilities are applicable to positions as outlined in the HOST WHS policy. These include general staff responsibilities as well as additional responsibilities that apply for Managers, Supervisors and other Personnel.

### Acknowledgment and e-sign off

Staff are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives. This position description may change over time due to the nature of HOST activities and a flexible attitude to change is expected of all staff. Any such changes will be discussed with staff as soon as practicable.

As the incumbent of this position, I confirm that I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position. I understand this position description is not a duty statement, it is only intended to provide an outline of the key responsibilities of the position.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

AGREED BY	
Employee Signature	
Employee Name	
Date	/ /