

## Volunteer Position Description

### Employment Empowers Volunteer Mentor

<b>Status</b>	Volunteer
<b>Reports To</b>	Project Officer, Employment Empowers
<b>Contact Phone Number</b>	9340 3700

The Centre for Multicultural Youth (CMY) is a Victorian not-for-profit organisation supporting young people from migrant and refugee backgrounds to build better lives in Australia.

Through a combination of specialist support services, training and consultancy, knowledge sharing and advocacy, CMY works to remove the barriers young people face as they make Australia their home. All CMY staff take an active role in organisational planning and quality improvement. It is a responsibility of all staff to represent CMY as a caring, professional and client-focussed organisation and promote its range of programs and services.

### Program Area

The Employment Empowers program works to establish employment and education pathways for young people from refugee and migrant backgrounds, thanks to the contribution of volunteer mentors who support young people to find and succeed in employment.

By supporting young people through education, work experience, traineeships and apprenticeships, we are connecting them to invaluable networks and systems that will help solidify their work prospects for the future.

Employment Empowers also works with employers to create and sustain employment opportunities for young people from refugee and migrant backgrounds.

### Position Summary

Employment Empowers mentors work with mentees to improve their job readiness skills by providing them with one-on-one support for a 12-month period. Young people will be actively seeking or participating in employment and education, and it is the role of the mentor to provide them with ongoing support throughout their engagement with the program.

Volunteer mentors will support and empower young people towards gaining employment, pursuing their career goals, and developing improved understandings of Australian workplace culture and employment systems. Mentors are encouraged to share their work, study, and life experiences in Australia. Mentors will act as role models to the young person; encourage their mentee's career aspirations; help them to build a resume, apply for jobs, and prepare for interviews; and make social connections by offering support and friendship. CMY provides ongoing training and support to mentors involved in the Employment Empowers program.

### Accountabilities

Under the directions and guidance of Employment Empowers staff, volunteer mentors will:

- Assist program participants to prepare job applications and resumes, search and apply for suitable roles, understand workplace norms, expectations and worker rights and succeed in the workplace
- Participate in volunteer training sessions and activities
- Provide weekly or fortnightly one-on-one mentoring over a 12-month period, including regular face-to-face and phone contact

- Attend sessions with other mentors to learn how to better support young people's engagement with employment or training
- Receive and respond to feedback from Employment Empowers staff
- Abide by program policies and child safety standards when working with young people.

## Key Selection Criteria

### Essential:

- Commitment to and interest in supporting young people from refugee and migrant backgrounds
- Ability to work sensitively and appropriately in a culturally-diverse setting
- Ability to reliably attend regular mentoring meetings and act as a positive and engaging role model for young people seeking to start a career
- At least 5 years work experience in Australia, in several different jobs, with a good understanding of written job-seeking requirements, including interview experience
- Ability to engage with young people with a sense of enthusiasm and positivity
- Excellent interpersonal and communication skills, especially listening skills and a strong comprehension of written and spoken English
- Demonstrated patient, understanding, flexible, positive, supportive and non-judgemental approach
- Ability to work autonomously and within the boundaries of the volunteer role and the program, including identifying issues to be escalated to staff
- Ability to be self-reflective and to receive and respond to directions and feedback from Employment Empowers staff.

### Desirable:

- Experience working in a diverse range of industries
- Applicants from a refugee or migrant background are strongly encouraged to apply.

## Additional Information

- CMY is committed to child safety and applicants are subject to child safe screening and assessment. This includes but is not limited to police record and working with children checks and child safety focused reference checks.
- Prospective volunteers will be assessed against the Key Selection Criteria and must complete an online application, interview, group assessment, reference checks and training before being accepted into the program.
- Acceptance as a volunteer mentor in the Employment Empowers program is subject to the satisfactory completion of a Police Record Check and Working with Children Check (free for volunteers). CMY will pay for costs associated with a Police Record Check. CMY volunteers are required to maintain a Working with Children Check, disclose any criminal charges or findings of guilt that arise and submit to regular police checks if required.
- CMY is an Equal Opportunity Employer.
- CMY seeks to apply the National Volunteer Standards to support volunteers.

- In the context of Occupational Health & Safety (OH&S) all staff, including volunteers, are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.
- Volunteers are subject to relevant CMY policies as amended from time to time, including equal opportunity, internal complaints, OH&S, and accident and incident management.