

Volunteer Position Description

Envision Employment Volunteer Mentor

Status	Volunteer
Reports To	Portfolio Advisor, Employment Empowers
Contact Phone Number	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 the 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 'Envision Employment' program works to establish employment pathways specifically for newly-arrived young people from refugee and humanitarian migrant backgrounds. The program is delivered with the contribution of volunteer mentors who provide young people with year-long encouragement, support and skill development to enhance their job readiness skills and improve their awareness of how to find and sustain meaningful employment in Australia.

Envision Employment mentoring aims to equip and empower newly-arrived young people to address their identified needs, interests and strengths pertaining to employment. Mentors will guide mentees to set strengths-based career goals and explore practical pathways to achieving their career aspirations, hence the program aligns with CMY's strategic goal for young people to be empowered to access opportunities and actively shape their own futures.

By supporting newly-arrived young people through mentoring, work experience, traineeships and employment, Envision Employment connects them to invaluable networks that will help solidify their work prospects for the future. The program also works with local employers to create and sustain employment opportunities for newly-arrived young people from refugee and humanitarian migrant backgrounds.

Position Summary

Envision Employment mentors work with newly-arrived humanitarian migrants as 'mentees', meeting for 1 to 2 hours on a fortnightly to monthly basis over a 12 month period. Mentoring sessions should take place in person according to COVID-19 safety guidelines, or virtually, according to the digital access and capability of the young person. Virtual mentoring sessions should take place on a CMY-approved video conference platform (MS Teams, Skype for Business or Zoom). Mentoring sessions should be held at times that are convenient and appropriate for the mentor and mentees.

The mentees, aged between 18 and 25, are welcomed in to the Envision Employment program because they have expressed interest in and motivation to participate in employment and education in Australia. It is the role of the mentor to provide them with ongoing guidance and support to learn about and embark on the relevant pathways.

Volunteer mentors will support their mentees towards being ready to enter the workforce by identifying their strengths, setting and pursuing their goals, and developing improved understandings of what it means to prepare for employment in Australia.

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 aspirations; help them to build a resume, apply for jobs, and prepare for interviews; practice English foster their confidence; and make social connections by offering support in an engaging and non-judgemental manner.

CMY provides ongoing training and support to mentors involved in the Envision Employment program.

Accountabilities

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

- Consistently meet their mentees in person once or twice a month for 12 months to work together towards the young peoples' employment goals
- Share their work, study and life experiences in Australia, acting as experienced role models to the young people, while building a positive rapport with them
- Assist mentees to identify and develop their strengths, skills, employment interests and aspirations with a sense of enthusiasm and positivity
- Encourage mentees to build upon these strengths in order to pursue their career goals
- Support mentees to create resumes and job applications, prepare for job interviews and search and apply for suitable roles
- Ensure that mentees are well-prepared and supported to understand workplace norms, including the expectations of Australian workplace culture
- Attend CMY mentor meetings, training sessions and activities
- Receive and respond to feedback from CMY staff
- Abide by program policies and child safety standards when working with young people.

Key Selection Criteria

Essential:

- Demonstrated commitment to and interest in supporting young people from refugee and migrant backgrounds
- Excellent cultural competence and sensitivity to: issues affecting young people from refugee and migrant backgrounds; working appropriately in a culturally-diverse setting
- At least 3-5 years' work experience in Australia, in several different jobs, with a good understanding of written job-seeking requirements including interview experience
- Ability to reliably attend regular mentoring meetings for one full year
- Ability to engage positively with young people seeking to start a career
- Excellent interpersonal skills, including a demonstrated patient, understanding, flexible, encouraging, supportive and non-judgemental approach
- Advanced communication skills, especially listening skills and a strong comprehension of written and spoken English
- Strong IT skills in Microsoft Word and email programs
- 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 CMY staff.

Desirable:

- Experience working with multicultural youth and/or refugee and migrant young people
- Understanding of and/or experience with migrant/refugee settlement needs and services in the community development/ youth work/ social work fields
- Experience working in a diverse range of industries; volunteering experience
- **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 Envision Employment 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.

Please sign to acknowledge that you have read this volunteer agreement and have had an opportunity to ask questions.

Volunteer Full Name	Volunteer Signature	Date
CMY Representative Name	CMY Representative Signature	Date