



position description

Job Title:	Job Development Coach
Position ID:	6930
Location:	Yuggera/Tuurbal Upper Mount Gravatt
Division/Programme:	Employment Services IEA
Immediate Manager:	Business Manager

about us

yourtown is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

purpose of the position

Delivers tailored employment services that support participants to overcome vocational and non-vocational barriers, build work readiness, and secures sustainable employment through strategic employer engagement including job creation and coaching.

responsibilities

May include, but are not limited to:

- Work collaboratively with the team to deliver quality, inclusive, youth centered services that enhance the lives of young people by focusing on their strengths and inherent abilities:
 - Collaborate with the team to deliver services that empower all young people, including those living with disability, by recognising their strengths and individuality.
 - Provide tailored, outcome-focused support aligned with professional standards and child safeguarding requirements.
 - Support young people to improve employment and education outcomes, including assistance with job readiness tools (e.g. resumes, Tax File Numbers).
 - Assist young people in developing clear, personalised pathways to employment or education, and translate their skills and experiences into effective resumes, job applications and Employer proposals
- Undertake all tasks that support the intake, assessment, and planning phase with young people, including:
 - Conduct individual intakes, providing clear information about available programs and services.
 - Complete comprehensive assessments of each young person's needs, goals, and work readiness.



- Help young people identify their strengths and develop personalised plans to achieve their goals.
- Create clear job plans that may include referrals to education, training, or employment pathways.
- Build capacity for employment through coaching, training, and referrals to support services.
- Work collaboratively with internal teams to leverage stakeholder relationships and opportunities.
- Develop and deliver inclusive employment opportunities by engaging with employers and community partners to create sustainable pathways to work for people experiencing disadvantage
 - Identify and engage with employers to explore customised job opportunities for young people living with disability.
 - Create and present tailored proposals to employers that outline how a young person's unique strengths and abilities can meet business needs.
 - Collaborate with employers to modify existing roles or carve out new tasks that align with the young person's capabilities and interests.
 - Advocate for inclusive hiring practices and provide ongoing support to both the employer and the young person to ensure a successful placement.
- Continue to ensure young people in work are well supported to enable them to maintain ongoing sustainable employment through:
 - Pro-active and "interested" contact with the young person and their employer.
 - Providing support and advice to assist in employment continuance.
- Work within organisational frameworks:
 - Understand the barriers faced by disadvantaged young people, including those with disability, in gaining employment.
 - Meet quality, compliance, and legislative requirements at both state and federal levels.
 - Build and maintain professional relationships with internal and external stakeholders.
 - Achieve individual and team KPIs aligned with program and contract outcomes.
- Participate in and meet the expectations of regular immersion visits to employers.
 - Build and maintain local labour market knowledge, and an understanding of employer needs and perspectives through regular immersion visits.
 - Identify Employers of interest, and approach and develop a professional relationship to schedule a suitable date and time to conduct an immersion activity.
 - Maintain system database as determined by the organisation on your experience and new information gathered from the immersion activity and share as required.
- Be committed to personal growth and learning through self-assessment and accessing available resources externally and internally.
- Promote and effectively use a range of social media and website opportunities to promote and engage with young people, employers and community including providing images of, and information about, you.



- Be adaptable with working hours to accommodate service needs; assist with events, including breakfasts, after hours and site activities on Thursday night on a roster if required.
- Participate in and meet the requirements for Practice Supervision and Client Skills Training.
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations including:
 - Maintaining currency of knowledge with regards to relevant legislation, professional practice and emerging trends to ensure advice is current and effective.
 - Participating in other duties and cross-functional teams as may be required, in order to achieve efficient and effective **yourtown** services.
 - Participating in and meeting the expectations as agreed pursuant to the Organisational Performance System processes.
 - From time to time be required to assist in other locations and travel intrastate, or interstate, as required.

at yourtown our team members:

- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement.
- Invest in their own ongoing professional development and leadership capability through active learning, seeking and giving feedback, and participating in **yourtown** leadership impact opportunities.
- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce.
- Engage respectfully and meaningfully with Aboriginal and Torres Strait Islander communities, stakeholders, clients, and colleagues. Actively support initiatives identified in **yourtown's** Stretch Reconciliation Action Plan 2023 – 2025.

selection criteria

Essential knowledge, skills, abilities:

- Minimum Certificate IV qualification in a relevant field, with preferably two (2) years' experience in Employment Services (preferably disability employment services) or a similar role; or a minimum of four (4) years' specialised experience within a related industry.
- Demonstrated ability to work independently with initiative and motivation, delivering a range of employment services that support disadvantaged young people, including those living with disability, into sustainable employment.
- A genuine belief in the value of employment as a pathway to improved wellbeing, and a strong commitment to helping young people achieve their goals.
- Proven ability to develop personalised plans with young people living with disability that reflect their aspirations and strengths, while thoughtfully considering any limitations. This includes applying a strengths-based approach to identify meaningful pathways to employment and education.
- Sound understanding of the local labour market and the barriers to employment faced by disadvantaged young people.



- Well-developed interpersonal skills and the ability to build rapport with and motivate young people from diverse backgrounds.
- Demonstrated ability to manage time effectively, solve problems, stay organised, and prioritise multiple tasks in a dynamic environment.
- Strong commitment to creating opportunities for change through improved employment, education, and training outcomes.
- High level of computer literacy, digital capability, and administrative skills, with attention to detail and a commitment to accuracy and quality.

Desirable:

- Lived experience of disability or experience working with people with disability.
- Qualifications in Employment Services, Community Services or Training & Assessment.

requirements

The Job Development Coach must always:

- Comply with the relevant state or territory requirements for working with children.
- Comply with Department of Social Services (DSS) system access requirements, including establishing and maintaining a valid myID account for secure authentication.
- Maintain satisfactory National Criminal History Check.
- Possess an unrestricted current Driver's Licence.
- Comply with **yourtown** immunisations requirements.
- Demonstrate professional conduct, behaviour and communication that is in line with **yourtown's** Values and Behaviours as outlined in the Code of Conduct.
- Maintain confidentiality and discretion in all matters.
- Align to our mutuality of safety for self, others, and in our workplaces.
- Uphold the **yourtown** safeguarding commitment in every aspect of your role.

Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
V1.0	Jodie McAloney	01/09/2025	01/09/2025	New Program - ES