



Employment Support Manager

Job Information Pack

This information package includes:

- Employment conditions
- Position description
- Selection criteria
- Application process

Employment Conditions

Employment basis: 2 year fixed term contract (with view to extend)

Hours: 38 hours per week, Monday to Friday

Remuneration: 70-75K

Commencement: ASAP

About Wayside Chapel

Wayside Chapel has provided unconditional love, care and support for people on and around the streets of Sydney since 1964. Each year, thousands of people visit Wayside's two community centres in Kings Cross and Bondi for assistance in gaining equitable access to essential health, welfare, social and recreational services.

Our mission is creating community with no 'us and them'. We do this by breaking down the barriers of judgement and providing a safe place where people from all walks of life are welcome.

Vision: Love over hate

Mission: Creating community with no 'us and them'

Values:

Openness (No secrets): We have a profoundly simple mission, which is to create a community, and our message and work are undiluted with other agendas.

Teamwork (No cowboys): Our goal of creating community is also our method. We work in a collaborative way to invite people out of singular, individual life into the risky and healing place of community.

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Governor of NSW

Pastor/CEO:
Jon Owen

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Patience (No rush): We cannot make people change. If we could, we'd be guilty of manipulation of some kind. Instead we are on the lookout for sparks of life, signs that people long for better, and we look to engage and help people move to better days and better health.

Courage (No complacency): It takes courage to confront people who've lost hope and invite them into the world of relationships with responsibility. Wayside is not an intensive care unit but an invitation into life and community.

Respect (No Judges): People have the right to make their own decisions. People have the right to make bad decisions. People who choose singular misery or even death deserve to have their rights respected. Wayside's mission is not to fix people but to love them and be with them, knowing that if they are really met, they'll really move toward health and life.

Behaviours:

Stand Back: Recognise that we are each necessary, significant but not central. The mission evaporates when we are central. Take a step back when our emotions are high and cool off. When central, the important thing is how we feel and the most pressing need is to express our feeling. When necessary, significant but not central, in a time of difficulty, the most important thing is to ask "what facts do I not have" and "who can I talk to for reliable clarity".

Speak Well: Identify and appreciate the strengths in colleagues. Recognise that every-one's strengths are also their weaknesses, if we look for weakness, we'll find it and if we look for strength, we'll find it. An atmosphere where colleagues are habitually talked up behind their backs will create an unbeatable team.

Embrace Errors: Accept when you have made a mistake, that an opportunity to learn is present. Learning is lost when we spend energy covering our arse or blaming others. Nothing is more liberating than the security it takes to admit that your performance did not cover you or the team in glory. Helping each other embrace moments of learning will build a team that can overcome anything.

Be Kind: We do an excellent job of being kind with our visitors, lets also be kind with each other. Kindness is implicit in our vision and our mission. Kindness is not a matter of feeling anything but a matter of acting and participating. You might feel uncomfortable but kindness will give the benefit of the doubt or begin an uncomfortable but direct discussion.

Position Description

Reports to	Social Enterprises Manager
Direct Reports	None
Location	Bondi

About the Program

The Wingspan Project supports marginalised young people into sustainable mainstream employment. Wingspan operates a three-step model provides wraparound support to the young people, trains and

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employs them in Wayside's own social enterprises, and then transitions them into mainstream employment. Wayside's social enterprises include a café, two Op Shop, and two Low Cost Cafes.

Wingspan is an innovative and long-term program that works with a small group of young people for 9 and 18 months, and as such the staffing team are able to build strong and genuine connections with each young person and to construct comprehensive and individualised supports around them.

The program was relaunched in late 2020, it has stable funding and a dynamic new staffing team which is already achieving remarkable results with the young people involved. Our passionate and fun team works closely together and each staff member plays a key role in the ongoing appraisal of the program and its continual development.

Position Summary

Purpose of Position

The Employment Support Manager supports the young people in Step 2 of the program. The young people in Step 2 have progressed through the pre-employment training phase and have each achieved employment within one of Wayside's own social enterprises.

There are two key objectives of this role. Firstly, to provide the outside-of-work support to the young person to help them maintain the stability in their personal lives that enables them to keep turning up to work each day and ready to learn and work hard. Secondly, to support the young people to develop their general professionalism, and to build a positive idea of themselves as a worker, and to then to progress out into a job of their choice of role in the mainstream workforce.

The Employment Support Manager collaborates closely with the Wingspan Training Facilitator, the Youth Worker, and the managers and staff of Wayside's social enterprises, in order to support and advocate for the progression of each young person along their individual employment journey. The Employment Support Manager also facilitates small group workshops where the young people come together to discuss the work-related challenges they are facing and to continue to build on professional skills.

Key Accountabilities & Responsibilities

The Employment Support Manager is responsible for:

Care coordination

- Building a genuine, caring, supportive, respectful and trusting relationship with each young person in the program
- Delivering holistic support and care coordination to the group of young people employed in Wayside's social enterprises

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Employment mentoring

- Working individually with each young people to develop their understanding of themselves as a worker, and to build their own career plans and to start working towards them
- Collaborating with managers in the social enterprises to support and advise them on strategies for effectively managing, training, and developing the young people
- Work with each young person and their managers to identify and resolve barriers that are impacting upon the young person's performance at work
- Facilitating group workshops and meetings between the young people, aimed at supporting them to learn about and understand their workplace and to sustain and succeed in their employment

Program development

- Tracking and reporting on the progress and development of the young people against individualised employment goals
- Collaborating with Wayside Chapel staff in the ongoing development of this role, and of the Wingspan Project overall
- Work closely with other staff to identify program needs, and to build systems, processes, and tools to fill those needs

Workplace health and safety

Accountable for complying with legislation and all Wayside WHS policies/procedures and instructions, reporting any hazards or safety issues to your manager and performing all tasks in a manner which guards against risk to self and others within the workplace.

Key Performance Indicators

- Development of strong relationship of trust and care with each young person
- Retention and engagement of the young people in Step 2 of the program
- Development of a set of professional skills amongst the young people
- Effective collaboration with social enterprise managers, Youth Worker and Training Facilitator
- Progression of the young people out into mainstream jobs
- Meaningful contribution to the ongoing development and evolution of the program

About the candidate

We are seeking a passionate and capable individual to join our dynamic team. We are looking for someone who can naturally build rapport, trust, and genuine connection with at-risk youth and who truly understands and empathises with the challenges they face. We want a person who sees the inherent value of work, who understands the transformative power that work can have on the lives of

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disadvantaged groups, and who can facilitate and inspire the professional development of the young people in our program.

To be successful in the role you must be an adaptable and innovative person, with strong communication skills and the ability to listen actively and to ask pertinent questions. You will be a strong team player and able to collaborate with diverse groups in order to achieve outcomes for the young people. You will have an uncompromising belief in the value of each young person, and in their ability to succeed in their employment goals. You will be both compassionate and strong in your advocacy for and expectation of the young people

Essential criteria

- Experience with marginalised and at-risk youth, including CALD and aboriginal or Torres Strait Islander, and understanding of related issues, both practical and systemic, including juvenile justice, trauma, homelessness and mental health
- Ability to build rapport with very diverse people, with sometimes challenging behaviours
- Ability to collaborate, negotiate, compromise, and work well within a small team
- Adaptability and openness to working in a dynamic environment – the program is a work-in-progress, and so all staff play active roles in evaluating, building, and improving it each week
- Socially perceptive and able to work with individuals who have difficulty expressing their needs
- Results driven, with experience working towards targets
- Strong communication skills and ability to keep communication professional, open and constructive
- Knowledge, study, or work experience related to mental health in the workplace
- Ability to network and build and manage partnerships in a professional manner

Desirable skills

- Experience in case management
- Experience in training and development of staff
- Experience and understanding of the function of social enterprises
- Experience in training, education, or facilitation
- Experience or understanding of employment pathways
- Knowledge of Centrelink and Job Active providers

Additional Information

- All offers of employment are subject to a satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.
- This position description and associated information should not be considered as comprehensive in its description of responsibilities, criteria or outcomes. It is indicative of the position. The Employment Support Manager can and will be asked to undertake duties within

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their competencies, skills and abilities and training that may not be mentioned in this document.

- The Employment Support Manager should be aware that their position within Wayside Chapel is dynamic. Wayside Chapel expects continuing development, change and improvement of processes, practices, knowledge and skills

Application Process

Applicants should provide a copy of their resume and a cover letter that outlines how your skills and experience meet the essential criteria. Applications close on **31 July 2021**, but please note that **applications will be assessed as they are received and the role will be filled as soon as the right candidate is found.**

Applicants with a disability should inform the convenor of the selection panel of any special requirements upon contact to arrange an interview.

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