

## Position Description Reconnect Coordinator

<b>Primary Purpose:</b>	To support clients to overcome barriers and progress in their pathways to education, training and/or employment.
<b>Context:</b>	Pines Learning provides quality, diverse, lifelong learning and wellbeing opportunities in a supportive environment. We work with and are accessible to people in the local community, regardless of background, age, gender or ability.
<b>Reports to:</b>	Manager - Adult Learning
<b>Supervises:</b>	Reconnect Caseworkers
<b>Responsibilities:</b>	<p>Expected performance standards, operational targets and daily tasks required of this role are contained in various working documents which you will be required to reference. The primary responsibilities of this role include:</p> <ul style="list-style-type: none"> <li>• Supervise, support and develop the reconnect case workers .</li> <li>• Ensure Reconnect contractual reporting and requirements are met.</li> <li>• Build new and expand on existing partnerships with local support agencies in both Murrindindi and Manningham to support referrals into the program, and to provide further education and pathways to employment.</li> <li>• Provide excellent case management support including initial assessment, outcome focussed case management referrals and post placement support to assist people to retain their education and training goals.</li> <li>•</li> <li>• Support clients to develop short and long-term goals (focused on pathways to volunteering, education, training or employment) and a transition plan into those pathways.</li> <li>• Maintain accurate, comprehensive and confidential records and reports, ensuring that the Client Database is up to date.</li> <li>• Monitor and review service delivery to ensure all service requirements are being appropriately met.</li> <li>•</li> <li>• Actively contribute to a safe and healthy work environment, follow all Pines Learning health and safety practices and guidelines and actively participate in risk management practices to ensure the health and safety of self and others.</li> <li>• Participate in professional development opportunities relating to the role.</li> <li>• Other duties and projects as reasonably directed from time to time.</li> </ul>
<b>Technical Skills, Experience &amp; Qualifications:</b>	<p>Qualifications or equivalent experience relating to student support services, social work, training and assessment or community development.</p> <ul style="list-style-type: none"> <li>• Experience in a community based service such as welfare, education, employment or training.</li> <li>• Demonstrated experience in working with marginalised people and families.</li> </ul>
<b>Key Capabilities:</b>	<p><b>Client Focus</b> - Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs.</p> <p><b>Embraces Diversity</b> - Effectively engages people from diverse backgrounds in the workplace and effectively engages people from diverse backgrounds in the workplace</p>

	<p>and community by seeking out and including diverse perspectives. community by seeking out and including diverse perspectives.</p> <p><b>Guides, Mentors, Learns</b> - Identifies and develops talent. Encourages and motivates people to engage in continuous learning and empowers them by delegating responsibility.</p> <p><b>Strategic Thinking</b> - Understands the work environment and contributes to the development of plans, strategies and team goals.</p> <p><b>Communication</b> – Confidently presents messages in a clear, concise and articulate manner using the most appropriate medium.</p> <p><b>Negotiation and Influence</b> - Approaches negotiations with an understanding of key issues and desired outcomes. Discusses issues constructively and presents persuasive counter arguments.</p> <p><b>Autonomy</b> - Manages time and uses tools effectively to assist with planning and organising, referring to supervisors as required.</p> <p><b>Integrity</b> - Understands and models Pines Learning’s social, ethical and organisational standards and responsibilities in all interactions.</p>
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