

## POSITION DESCRIPTION – Social Enterprise Coordinator

<b>POSITION TITLE:</b>	Social Enterprise Coordinator – Hand Brake Turn (fiXit)
<b>AWARD CLASSIFICATION:</b>	Vehicle Repair Services and Retail Award 2020 RS&R Level II R7 0.8-1.0 FTE (4-5 days per week flexible)
<b>PROGRAM/DEPARTMENT:</b>	Education, Enterprise & Innovation
<b>LOCATION:</b>	Braybrook
<b>DATE APPROVED:</b>	04 December 2020
<b>APPROVED BY:</b>	General Manager Education, Enterprise and Innovation

**Mission:** Concern Australia works in partnership with young people and children, creating opportunities for them to enjoy full and meaningful lives.

**Vision:** An Australia where young people and children have HOPE for a successful and positive life.

**Values:** Faith ♦ Integrity ♦ Respect ♦ Belonging

Concern Australia is a dynamic not-for-profit Christian organisation which finds its roots in the work of Rev Dr John Smith who also founded the God’s Squad Christian Motorcycle Club in the 1970s.

Today we work with young people and children 5-21 years, creating opportunities for them to enjoy full and meaningful lives. Late 2016 we launched 2020VISION, our Strategic Plan and we are working to realise 4 shared goals to be:

### PEOPLE CENTRED ♦ LEADER ♦ PARTNER ♦ STEWARD

Our work focusses on the innovation, development and delivery of responses in the areas of Education; Housing & Homelessness; and Justice. Each year we connect 30,000 vulnerable young people across Australia through the following activities:

#### Education

- Values 4 Life – seminars within primary and secondary schools to 25,000 students, parents and teachers across Australia.
- Hand Brake Turn – pre vocational automotive training to 80 trainees per year
- fiXit social enterprise – a business providing quality servicing and detailing of vehicles while creating on the job automotive experiences for 24 young people per year

#### Housing & Homelessness

- Inside Out – the provision of Out-of-Home-Care in partnership with the Victorian Government’s Department of Health and Human Services through the Enhanced Lead Tenant Program offered to young people living in 17 properties across metropolitan Melbourne.
- STEPS Outreach Service – support to over 500 homeless young people from the steps of Flinders Street station.

#### Justice

- Chaplaincy and support services for young people at the Malmsbury Youth Justice Centre.

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### ORGANISATIONAL RELATIONSHIP

<b>REPORTS TO:</b>	General Manager - Education, Enterprise and Innovation
<b>SUPERVISES:</b>	Trainees and work experience placements
<b>INTERNAL LIAISONS:</b>	Concern Australia Executive, Program Managers, Staff and Volunteers
<b>EXERNAL LIAISONS:</b>	Volunteers, clients, government and key stakeholders

### POSITION OBJECTIVES

- Provide on the job training and an employment opportunity for young people that enables access to automotive experience and life skills training.
- Facilitate the development of confidence and self-esteem in the lives of young people.
- Provide access to experiences that enhance the vocational pathways and employment opportunities for young people.
- Minimise the risk of young people becoming involved or entrenched in the Youth Justice system and/or reoffending.

### KEY RESPONSIBILITY AND DUTIES

#### 1. Coordination and Leadership

- Oversee day to day activities of workshop including supervision of young people, apprentices and volunteers ensuring a clear understanding of roles and responsibilities exist in accordance with Position Description, KPIs, Policies and Procedures;
- Coordinate fiXit delivery offering quality service automotive repairs and detailing, overseeing all aspects of business operations;
- Develop fiXit Social Enterprise through seeking contracts with local business to service and detail fleet vehicles; and
- Lead the exploration and response to social procurement opportunities.
- Supervise and support graduates of the Hand Brake Turn Pre Accredited course as trainee employees or work experience students within the Social Enterprise (Intake of 4 young people at one time and up to 24 per year in total).

#### 2. fiXit – Social Enterprise

- Customer Service, promotion and marketing of fiXit is of a high standard;
- Provide a service to the local community through responding to the donation of vehicles in a timely manner and ensure all aspects of donation recognition are undertaken;
- Provide a service to the local community through the provision of Hand Book Servicing;
- Supervise the servicing and repair of cars to a high standard;
- Keep professional records of repairs including quotes and invoices for customers; and
- Oversee the resale of donated vehicles.

#### 3. Occupational Health and Safety

- Risk assessments are completed for the site on a regular basis;
- Risk assessments are completed for each teaching module;
- Action is taken to Avoid, Reduce and Control Risks;
- Risks are reassessed to make sure that controls are accepted as part of work practice;
- All aspects of First Aid are maintained and safety is a priority; and
- Location representative on Concern Australia Health and Safety Committee.

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### 4. Training Delivery support

- Provide backup training and support to Hand Brake Turn pre accredited training program if required;
- Deliver training modules according to training and assessment requirements;
- Keep records of training outcomes; and
- Continually assess state of tools, machinery and equipment used for Automotive Training Delivery. Log required maintenance

#### Other:

- Assist in the (re-) construction of project vehicles suitable for community donation; and
- Plan, prepare and facilitate site visits and recreational activities.

Duties beyond the scope of this position description but in line with an incumbent's skills, competencies and training, may present from time to time. Reasonable requests for such duties to be discussed and agreed with line manager and executed accordingly.

### QUALIFICATIONS, SKILLS AND EXPERIENCE

#### Qualifications and/or Experience

- Automotive industry, qualified mechanic or other related qualification.

#### Knowledge and Experience

- Supervision, training and coaching experience, including working with young people in a mentoring role;
- Business and commercial skills to develop and grow a small business;
- Understanding of, and commitment to quality service standards and certifications;
- Knowledge and/or understanding on how to work with vulnerable persons, including disadvantaged young people; and
- Experience to proactively address conflicts in a collaborative and constructive manner.

#### Skills and Abilities

- Sound presentation skills, including an ability to facilitate group discussions and activities with demonstrated experience in working with young people;
- Ability to relate to young people who may come from socially disadvantaged backgrounds; and
- Intermediate computer skills, including the use of Microsoft Outlook, MS Word, Excel and database entry.

### SECURITY CHECKS, LICENCES AND OTHER INHERENT REQUIREMENTS

- Satisfactory National Police Check and International Police Check (International Police Check if applicable).
- Valid Working With Children Check or relevant Victorian Teaching Registration.
- Current Victorian Driver's License.
- Some after-hours work may be required.

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### INHERENT PHYSICAL REQUIREMENTS

Concern Australia has a duty of care to all workers. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others. The role may require the following tasks among other things:

Occasional sitting: computer work, data entry
Occasional standing: filling, photocopying & scanning
Regular bending, reaching and holding
Regular walking, climbing stairs
Manual handling: regular lifting & pulling
Regular work in isolation
Occasional driving
Occasional exposure to noise
Occasional working at heights

### KEY SELECTION CRITERIA

#### *Essential:*

- Demonstrated commitment and personal desire to adhere to Concern Australia’s Mission, Vision, Values and Goals.
- Automotive industry, qualified mechanic or other related qualification.
- Business and commercial skills to market, develop and grow a small business.
- Sound presentation skills, including an ability to facilitate group discussions and activities with demonstrated experience in working with young people.
- Ability to relate to young people who may come from socially disadvantaged backgrounds.
- Intermediate computer skills, including the use of Microsoft Outlook, MS Word, Excel and database entry.
- Willingness to obtain a valid Working with Children Check, satisfactory National Police Check (or International where required) as it relates to the Social Enterprise Coordinator position.
- Willingness to obtain Certificate IV in Training and Assessment qualification.
- Current Victorian Driver’s License.

#### *Desirable:*

- Life experience, or experience in running a small business.
- Qualifications in Youth Work, Social Work or Community Development.
- Certificate IV in Training and Assessment.
- Relevant experience in a Community/Not for Profit sector, including working with vulnerable persons.
- First Aid Certificate.
- Experience working with various digital platforms, including Social Media.

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### CHILD SAFETY COMMITMENT

Concern Australia is committed to providing child safe and protected environments in all its activities and programs and has a zero tolerance approach to child abuse or exploitations. Contact and working with children is a critical responsibility. Children have the right to be safe and protected. All employees are required to have a valid Working with Children Check, National Police Check and International Police Check (International Police Check where applicable).

**Supervisor Name:** \_\_\_\_\_

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Name:** \_\_\_\_\_

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_