



POSITION DESCRIPTION

Position Title	Project Mentor - Dress for Work Program
Employment Status	Casual
SCHCADS Award	SCHADS Award Level 6
Reporting to	Manager – Settlement, Employment and Tenancy Advice Programs
Work Area	Sydney Metropolitan Area
Office location	Campsie and Bankstown
Date Prepared	April 2025
Employment Conditions	Position is subject to a Working with Children Check and National Police Check

POSITION SUMMARY

Dress for Work (D4W) is a unique 'in-house' social enterprise developed and operated by Metro Assist. The program aims to empower men, young people and other vulnerable job seekers to gain confidence and develop skills to become self-reliant, providing them with work attire and tools to thrive in work and life. It encompasses two components: the provision of quality work attire to men, as well as employment ready support to any vulnerable job seekers in the form of one-on-one coaching and group workshops.

Reporting to the Manager – SETS, Employment and Tenancy Advice Programs, the D4W mentor is responsible for key priorities including, but not limited to, the following:

- Mentoring and coaching the D4W Coordinator to build capacity
 - Supporting the implementation of the D4W strategic plan
 - Deepening client engagement and increasing program referrals
 - Expanding commercial opportunities and securing new partnerships
 - Supporting high-quality service delivery, data reporting, and stakeholder management
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KEY RESPONSIBILITY AREAS

CORE RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)
Vision, Mission and Values	<ul style="list-style-type: none"> Have a comprehensive knowledge of the Metro Assist vision, mission and values as well as its strategic plan and its application within the community context. 	<ul style="list-style-type: none"> Understands and articulates the Metro Assist Vision, Mission, Values and strategic plan; Is able to apply them in client services and representation at/to external agencies including external interagencies and working parties.
Practices / Safety / Standards	<ul style="list-style-type: none"> Adhere to Policies and Procedures, the Code of Conduct and all relevant legislation (eg: WHS) and standards. Adopt a professional approach to practice including client representation and financial reporting. Adhere to the SETS program guidelines Understand the Service's standards in relation to client representation and conflict of interest. 	<ul style="list-style-type: none"> Is conversant with Metro Assist's policies and procedures, codes of conduct and relevant legislation and safe work practices and applies the policies effectively in own practice.
Continuous Improvement	<ul style="list-style-type: none"> Suggest changes to improve quality in own work area and makes agreed changes. Identify opportunities for improvement and suggest amendments to documentation/processes. Participate and contribute to the development of innovative approaches to client service delivery. Identify problems in relation to client service delivery and the consequences in relation to service delivery and seek appropriate assistance. 	<ul style="list-style-type: none"> Identifies and recommends changes to procedures, protocols and work systems. Participates in providing solutions to problems associated with specific areas of responsibility. Contributes to discussions around client service practices and trends. Attends training and workshops and keeps work knowledge up to date. Actively participates in team meetings as appropriate.

Interpersonal Skills and Communication	<ul style="list-style-type: none"> • Promptly respond to correspondence, email and telecommunication enquiries from internal stakeholders, partners; clients; suppliers or external organisations. • Work towards resolving any conflict within the team. • Use positive engaging techniques while working with partners, clients and staff. • Respond to emerging crises and seek more experienced support where necessary. • Utilise effective listening skills and seek, provide and/or share information in an appropriate and respectful manner. 	<ul style="list-style-type: none"> • Communicates effectively and in a timely manner with clients, stakeholders, and respects confidentiality. • Is aware of organisational protocols relating to partner communication and conflict resolution and follows these when required. • Shows empathy and use assertive and listening skills while dealing with clients and staff. • Maintains a respectful and professional approach towards relationships with stakeholders, staff and clients.
Experiences/Qualifications/Professional Development	<ul style="list-style-type: none"> • Minimum degree qualification in relevant studies and/or equivalent knowledge and experience. 	<ul style="list-style-type: none"> • Provides certified proof of qualifications and/or experience. • Participates in professional development opportunities in line with Metro Assist policies and procedures and program guidelines.
FUNCTIONAL RESPONSIBILITIES		
Service Delivery and Program Operations	<ul style="list-style-type: none"> • Understand the principles of person-centred service delivery • Organise and manage the day-to-day data collection for the clothing provision service • Support the organising of group employment ready workshops which includes but not limit to supporting workshop bookings, coordinating workshop facilitators and facilitating group showroom visits etc. 	<ul style="list-style-type: none"> • Uses good listening skills to ensure that the needs of Employment Service Providers are identified as part of the advice provided. • Ensures that the service is accessible and provides a 'value add' Service to Employment Providers. • Conducts periodic needs analyses and is attuned to developments and trends impacting on clients.

	<ul style="list-style-type: none"> • Liaise with Employment and Other related Service Providers to market the value/benefits of the D4W Program 	<ul style="list-style-type: none"> • Articulates the evidence to support claimed needs. • Prepares reports to the Board using the designated templates, contributes to submissions and tenders to funding bodies and government.
Internal Communication and People Management	<ul style="list-style-type: none"> • Provide dedicated mentoring, coaching, and development support to the D4W Coordinator • Work collaboratively to build the Coordinator's leadership, problem-solving, and stakeholder engagement skills • Foster a positive, learning-focused work culture within the D4W team • Provide guidance to the Coordinator to strengthen volunteer and client management 	<ul style="list-style-type: none"> • Provides support to the D4W Coordinator with any initiatives. • Supports team performance and corrects practices and behaviours where necessary. • Facilitates quality services from the team to clients • Complies with relevant directives and messages from senior management • Consults regularly with the team, especially on new initiatives, changes to programs and other program matters. • Effectively communicates with internal stakeholders
Donor and Stakeholder Relationship Engagement and Management	<ul style="list-style-type: none"> • Contribute to the development of relationships with corporate, retail and community stakeholders and donors • Develop and maintain positive relationships with potential customers and referral agencies, i.e. employment services providers, youth services, indigenous services and other community services providers. • Support the design and delivery of client engagement initiatives to attract and retain participants 	<ul style="list-style-type: none"> • Actively participates in forums and networks to increase the program's ability to reach clients, and to identify gaps in current communities and service environments. • Seeks opportunities to build and maintain relationships with services and support agencies, business and corporate to support volunteering, relevant and appropriate collaborations.

	<ul style="list-style-type: none"> • Act as an ambassador for D4W, building strong relationships with Employment Services Providers, educational institutions, and community groups • Use client and partner feedback to improve service delivery and client experiences 	
Business Development	<ul style="list-style-type: none"> • In partnership with the Manager & Coordinator, promote and market Dress for Work 'fee for service' options to potential customers, which includes but not limit to Settlement Services, Employment Service Providers, Schools, the Department of Education, English Language Providers and Training organisations. • In partnership with the Manager, identify and seek opportunities for small grants, and support the preparation of grant writing • Support the development and implementation of any potential fundraising strategies • Identify and implement potential donor or sponsor fundraising strategies • Actively identify and pursue new fee-for-service clients, donors, and sponsors • Support development of sales pitch materials and presentations for potential customers • Work closely with the Manager and Coordinator to achieve growth KPIs 	<ul style="list-style-type: none"> • Identifies grant opportunities as they arise. • Maintains regular communications with potential customers to promote the program and attract a steady referral/inflow of business, such as proactively attending customer team meetings • Meets business development KPIs • Assists with the preparation of grant submissions
Strategic Program Development	<ul style="list-style-type: none"> • Collaborate with the Manager and Coordinator to review and refine the D4W strategic plan • Contribute to the design and implementation of systems and processes that align with the D4W Theory of Change 	<ul style="list-style-type: none"> • Contributes to the writing of Metro Assist Strategic Plan. • Contributes to the implantation of the DFW strategic plan

	<ul style="list-style-type: none"> • Support innovation in service delivery, business planning, and impact measurement 	
Data Management & Reporting	<ul style="list-style-type: none"> • Report to Manager Settlement Employment and Tenancy Advice Programs through regular supervision sessions. • Have a thorough working knowledge of CDS • Complete program specific reporting requirements. • Implement the D4W Impact Measurement Framework • The data collection recommendations of the Impact Measurement Framework are implemented 	<ul style="list-style-type: none"> • Enters client information or supervises program data entry on a weekly basis • Contributes information and data for reports to the Metro Assist Board. • Identifies issues and gaps in data and addresses them in a timely manner. • The D4W Impact Measurement Framework is implemented and updated to enable the Program to meet its objectives and Logic Model • The D4W Program has the data via surveys to analyse/measure its impact
Compliance	<ul style="list-style-type: none"> • Comply with Metro Assist information security policy, standards, plan and procedures relevant to the D4W Program area. • Ensure the security and protection of information assets under the custody. 	<ul style="list-style-type: none"> • Attends security awareness training and promptly follows up on ISM improvement instructions. • Reports and responds to any suspected or actual security breaches.
Administration	<ul style="list-style-type: none"> • Manage administration tasks that the program may require 	<ul style="list-style-type: none"> • Accurate and timely completion of program administrative requirements.
Special Projects/Tasks As and when required by [CEO/Manager/Team Leader]	<ul style="list-style-type: none"> • As and when required work on specific projects/events related to the core functions of the Program. 	<ul style="list-style-type: none"> • Satisfactory completion of tasks/roles within defined scope, specification, time frames and budget.

Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and Metro Assist Limited's policies and procedures. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside the policy framework or matters which may potentially escalate to the detriment of Metro Assist Limited should be reported to your immediate supervisor.

Endorsed by: CEO April 2025

Employee Acknowledgement

I acknowledge the following:

- I have read and discussed this position description with my manager; and
- I understand the position objectives, key tasks, responsibilities and performance standards.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____