



Volunteer Position Description

Position title	Employment Mentoring Support (Mosaic office)
Position purpose	Provide mentoring support for clients (at the Mosaic office) to help develop their job readiness skills and to assist in their search to gain suitable employment.
Target Client Group	Clients mainly from refugee backgrounds, including Afghan, Syrian and others.
Location	Mosaic Office: Level 3, 3 Hopetoun St. Charlestown
Time	Mutually agreed time. At least 2 hours, once per week or fortnight.
Commitment	Regular sessions. Minimum 3 months commitment
Reporting to	<ul style="list-style-type: none">• Client Caseworker• Volunteer Coordinator
Duties / Responsibilities	<ul style="list-style-type: none">• In coordination with Caseworker... mentor and assist clients regarding employment-related needs, including:<ul style="list-style-type: none">○ Providing assistance with the writing of resumes, cover letters and responses to selection criteria.○ Assisting with job seeking skills such as interview practice, and learning how to source appropriate work.○ Assist with other related activities, including locating pathways for Recognition of Prior Learning, relevant job readiness courses, supporting English for work learning.• Use telephone interpreter to assist with communication with clients, as required.• Send regular reports of volunteer hours and client progress to the Caseworker.• Work within Mosaic policies and procedures, including Mosaic WHS.• Co-operate with all staff, clients, and volunteers.• Maintain confidentiality in your dealings with clients, their families, and staff. However, report any significant issues to Caseworker for follow up.
Skills, experience, personal qualities	<ul style="list-style-type: none">• High proficiency in verbal and written English.• Excellent verbal communication, interpersonal skills and ability to build positive relationships with the clients.• Competency with Internet, Microsoft Word and Excel.



	<ul style="list-style-type: none"> • Previous experience supporting refugee & migrant communities preferred but not essential. • Understanding of culturally and linguistically diverse communities. • Patience, persistence, ability to encourage, punctuality, reliability, flexibility. • Some experience or understanding of skills required in seeking employment. • Good capacity to take direction and work alongside caseworkers to best support clients.
What we provide	<ul style="list-style-type: none"> • Induction and training • Resources such as example resumes, relevant contacts, pathways information, access to a computer, internet, telephone and printer. • Ongoing support, direction and guidance
Background checks	<ul style="list-style-type: none"> • Federal Police Check (form to be completed at Mosaic volunteer registration) • Working with Children Check (WWC Number to be provided to Mosaic)
Other...	<ul style="list-style-type: none"> • Volunteers are not authorised to drive clients to job interviews or other locations.