



Volunteer Position Description

Position title	<i>Employment Mentoring Support (Mosaic office)</i>
Position purpose	<i>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.</i>
Target Client Group	<i>Clients mainly from refugee backgrounds, including Afghan, Syrian and others.</i>
Location	<i>Mosaic Office: Level 3, 3 Hopetoun St. Charlestown</i>
Time	<i>Mutually agreed time. At least 2 hours, once per week or fortnight.</i>
Commitment	<i>Regular sessions. Minimum 3 months commitment</i>
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.