

This form comes from the following departmental process:

Human Resources – Functional Statement, ACP

Position Title:	Apprenticeship Mentor
Business Unit:	Australian Connect Provider
Location:	Darwin
Classification:	Level 5 \$76,125 pa – \$88,305 pa Salary is reduced by \$5,500 to include private use of the vehicle
Status:	Full-Time 38 hours per week - Contract
Probation period:	3 Months (if applicable)
Responsible to:	AASS General Manager through the Compliance and Operations Manager
Preparation Date:	May 2024

This position is responsible for:

- The Apprenticeship Mentor is responsible for conducting mentoring services to Apprentices and their Employers in line with the Apprenticeships Services Contract.
- Mentors must have well-developed interpersonal skills, demonstrating experience in client service.
- Mentoring and Personal Support Services are delivered in a tailored manner, recognising unique needs of apprentices in these groups.
- Providing support and advice to apprentices and employers when additional support is required (without delivering services that are outside the scope of their experience or qualifications).
- Act in a way that is culturally safe and culturally aware workplace to deliver Mentoring and Personal Support Services.
- Engaging and consulting with Key Client Group apprentices (and/or their representatives) to provide them with support and assistance as required, and to understand and consider the extent to which existing workplace policies and frameworks support them.
- Sourcing appropriate specialist services for clients where the support required is outside the Mentors scope by referring the client to an appropriate service.
- Develop strong working relationships with key networks to enhance the service offering and expand the referral services available to clients.
- Manage complex apprentice and employer issues supporting all parties to increase completion outcomes.
- Support the development of peer support networks, connecting apprentices with business experts or peers undertaking comparable pathways.
- Maintain a caseload of Enhanced Services and General Services apprentices.

Mentors may be assigned a general services caseload, manage a singular Key Client Group or a combination of the Key Client Groups depending on their relevant experience and qualifications.

Key Client Groups include:

- Women in Male Dominated Trades
- First Nations Australian Apprentices
- Apprentices with a disability
- Apprentices located in Remote Australia
- New Energy Apprentices

Statement of specific accountabilities

Client Management

- Provide specialised mentoring and individualised assistance to support a caseload of apprentices and employers, whilst ensuring that all KPI's and contractual benchmarks are met.
- Assist apprentices and employers to access urgent support and other mentoring and referral to services if and when required.
- Liaise with stakeholders including RTO's and external service providers to assist in identifying issues requiring support and additional services and referrals.
- Ensure compliance to the Australian Apprenticeships Support Services contract for all mentoring and personal support services offered.
- Conduct apprentice sign-ups, site visits, inspections of employer workplaces and case management as and when required.
- Assist employers and apprentices with their training contract obligations in line with the *Australian Apprenticeship Support Services Operating Guidelines*.
- Provide quality advice and information on the Australian Apprenticeships system as required.
- Represent the company on committees/working groups where required.
- Manage client relations, inquiries, and completed associated documentation within designated timeframes.
- Creating Tailored Support Plans (TSP) outlining each unique employer and apprentice arrangement, once completed a minimum of three contacts the TSP must be entered into the relevant system within designated timeframes.
- Deal effectively with complaints from employers and apprentices. Where required mediate workplace disputes through consultation with the Australian Apprenticeships General Manager.

Mentoring and Personal Support Services (Employers)

- Provide Mentoring and Personal Support Services to eligible apprentices and employers.
- Provide mentoring to employers to assist them better understand their role in supporting apprentices, ensuring apprentices are provided with a safe and respectful workplace, free from harassment
- Work with employers and supervisors to effectively manage apprentices in the workplace
- Connect employers to support services and training to improve their capacity to effectively support their apprentice

Marketing

- Promote the Department of Employment and Workplace Relations (DEWR) and Department of Industry, Tourism and Trade (DITT) apprenticeships incentives system.
- Participate in marketing initiatives as directed, including visits to schools, expos, career days and other venues as required. *These can be outside working hours.*

Other General GTNT Group position accountabilities

Policies and Procedures

- Assist in the preparation, review and implementation of business unit related policies and procedures for inclusion in the QMS
- Assist with ensuring all section staff are aware/trained in and comply with company policies and procedures

Workplace Health and Safety

- Ensure a safe work environment
- Follow all WHS policies and procedures
- Report all hazards and accidents to their supervisor/manager
- Take all reasonable and practicable steps to ensure your own health & safety and that of any other persons who may be affected by your actions

Customer Service

- Exercise a high level of interpersonal/customer service skills in dealing with all prospective and existing client
- Manage quality customer services

General Administration

- Prepare reports and other documentation as required
- Read, understand, and work to legislation

Team

- Facilitate work teams and value individual differences and diversity.
- Establish effective workplace relationships with groups and individuals.
- Participate in business planning activities as required.
- Participate in company and divisional meetings, and training activities.

Travel

- Travel to remote areas of the Northern Territory as required. Some overnight travel required.

Additional Information

The incumbent must adhere to all current relevant codes of conduct and legislation requirements including: GTNT Group policies/procedures and protocols located in the quality manual system.

- Privacy Act.
- Equal Employment Opportunity Act
- Work Health and Safety Act.
- Government/Industry Code of Conduct.
- Northern Territory Employment and Training Act.
- Australia Fair Pay Condition Standards.
- Anti-Discrimination Act.

The incumbent can be expected to be allocated duties not specifically outlined within their position description, however within the capacity, qualifications and experience normally expected from a person occupying this position.

Key Result Areas will be negotiated as part of the regular performance planning and review processes.

The incumbent must undertake a National Police check and obtain a Working with Children Ochre Card prior to employment.

The incumbent must possess a current manual Northern Territory motor vehicle driver's license.

Must demonstrate company values; Be Accountable, Be Innovative, Integrity is Everything, Customer Service Excellence, Respect Everyone and Think Safe Be Safe.

Selection criteria

- Completion of Certificate IV in Employment Services or with subsequent relevant previous experience in related field.
- Ability to be systematic in approach to work whilst complying with relevant guidelines, procedures, deadlines, and relevant legislation.
- Ability to develop professional correspondence to a high standard.

- Ability to demonstrate experience of mentoring and supporting others.
- Work semi-autonomously, set own goals and daily programs and report on progress to team members and other staff.
- Demonstrated experience with the use of Microsoft Office applications and ability to quickly learn new client management database programs.
- Demonstrated understanding of the Australian Apprenticeships system.
- Demonstrated ability to empathize and communicate effectively with diverse client groups.
- Commitment and motivation to achieve high quality outcomes by meeting or exceeding KPI's and set targets.
- Ability to travel throughout the Northern Territory for extended periods.

Training and Professional Development

Position Training Requirements

- Completion of Certificate IV Business or relevant industry
- First Aid Certificate
- Ochre card
- Defensive Driving (4WD training if applicable)
- White Card (if required)

Additional Company Training Requirements

- Cross Cultural Awareness Training
- WHS Awareness Training
- Mentoring Training

Remuneration Package

Annual leave:	5 weeks
Sick leave:	2 weeks
Superannuation:	In line with superannuation guarantee
Additional Benefits:	Health and Well-being Package
	Private use of motor vehicle
	Mobile Phone

All other conditions are in accordance with the current GTNT Group Enterprise Agreement and company policy.

The position will be expected to undertake other duties within the department to ensure coverage during staff absences.

I, _____ confirm I have read and understood my functional statement. I have a Complete understanding of my role and responsibilities as outlined in this document. I acknowledge I may be required to undertake additional tasks outside of my functional statement that are reasonable and as directed by my manager.

Signature: _____

Date: _____

<i>This form also relates to the following other forms:</i> Nil
