

This form comes from the following departmental process:

Human Resources – Functional Statement, AASN

<b>Position Title:</b>	Apprenticeship Mentor -
<b>Business Unit:</b>	Australian Apprenticeships Support Network
<b>Location:</b>	Darwin
<b>Classification:</b>	<b>Level 5</b> \$76,125 pa – \$88,305 pa Salary is reduced by \$5,500 to include private use of the vehicle
<b>Status:</b>	Full-Time 38 hours per week - Contract
<b>Probation period:</b>	3 Months (if applicable)
<b>Responsible to:</b>	ANT General Manager through the ANT Operations Manager
<b>Preparation Date:</b>	January 2025
<b>Approved by:</b>	Human Resources Manager

**This position is responsible for:**

The Australian Apprenticeships Support Services Northern Territory (ANT) Apprenticeship Mentor provides specialised mentoring and support services to apprentices and their employers across the Northern Territory, with a focus on enhancing outcomes for diverse client groups in accordance with the ANT Contract.

## Statement of specific accountabilities

### **Client Support and Mentoring**

- Deliver specialised mentoring services to enhanced apprentices and trainees from key client groups, with particular focus on Women in Male-Dominated Trades and individuals with Disability
- Address complex participation barriers including cultural challenges, workplace inflexibility, and inadequate support infrastructure
- Support Indigenous Apprentices and Employers through specialised mentoring as required
  - Conduct workplace visits and case management to ensure appropriate support

### **Employer Engagement and Development**

- Partner with employers to enhance workplace inclusivity through addressing unconscious bias and developing culturally safe practices
- Build and leverage peer networks and industry connections to promote awareness and support
- Guide employers in meeting training contract obligations in accordance with Australian Apprenticeship Support Network Operating Guidelines
- Provide expert advice on the Australian Apprenticeships system

### **Stakeholder Management**

- Represent the company on relevant committees and working groups
- Maintain effective client relations and manage associated documentation
- Resolve workplace disputes and complaints through mediation, escalating to ANT Manager when necessary
- Collaborate with RTOs and external service providers to identify support needs and facilitate appropriate referrals

## Compliance and Quality Assurance

- Ensure all mentoring and personal support services align with ANT contract requirements
- Maintain accurate records of client interactions and support provided
- Monitor and report on support outcomes and program effectiveness
- Ensure up to date referral and support services are aligned to individual personal support requirements

## Marketing

- Promote the Department of Employment and Workplace Relations (DEWR) and The Northern Territory Government, Department of Education and Training (DET).
- Participate in marketing initiatives as directed, including networking events and other venues as required. *These may 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 clients
- 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**

- Demonstrated experience providing mentoring and support services to diverse client groups
- Demonstrated knowledge of diverse client support requirements and understanding of how unconscious bias impacts workplace dynamics and service delivery.
- Strong interpersonal skills with proven ability to build rapport and communicate effectively with people from varied backgrounds
- Advanced written communication skills, including the ability to prepare professional correspondence and documentation
- Proven ability to work independently, manage competing priorities, and coordinate daily activities while maintaining effective team communication
- Exceptional organisational skills with demonstrated capacity to follow procedures, meet deadlines, and ensure compliance with relevant legislation
- Proficient in Microsoft Office applications with demonstrated ability to quickly adapt to new client management systems and databases
- Results-driven with a proven track record of achieving or exceeding key performance indicators and targets
- Willingness and ability to undertake travel throughout the Northern territory, when required.

## **Training and Professional Development**

### **Position Training Requirements**

- Completion of a Certificate IV or higher Qualification
- 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

<b>Annual leave:</b>	5 weeks
<b>Sick leave:</b>	2 weeks
<b>Superannuation:</b>	In line with superannuation guarantee
<b>Additional Benefits:</b>	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: \_\_\_\_\_

*This form also relates to the following other forms:* Nil