

Position Description

Mentor Program Coordinator, School Retention

Why work with us

Every child and young person deserves a great education.

We have a strategy that aims to unlock every child’s potential now and into the future, one that in partnership with learners, students, parents and the wider South Australian community will build a world-leading public education system. One that is equitable and prioritises learning and wellbeing.

Together we will make our education system the best it can be.

When our children and young people thrive, so do our communities and our state.

Our values

We are part of the South Australian public sector and share the values of:

							
SERVICE	PROFESSIONALISM	TRUST	RESPECT	COLLABORATION & ENGAGEMENT	HONESTY & INTEGRITY	COURAGE & TENACITY	SUSTAINABILITY
We proudly service the community and the South Australian Government.	We strive for excellence.	We have the confidence in the ability of others.	We value every individual.	We create solutions together.	We act truthfully, consistently, and fairly.	We never give up.	We work to get the best results for current and future generations of South Australians.

About this role

The School Retention program is part of the Engagement and Wellbeing directorate and provides mentoring services and educational supports to children and young people in care (under the Guardianship of the Chief Executive, Department for Child Protection). The program works with Department for Child Protection (DCP) case workers and providers appointed to the department’s Approved Panel of Providers to provide opportunities for children and young people in care to achieve better social, emotional and educational outcomes.

The Mentor Program Coordinator is responsible for coordinating, monitoring and evaluating the delivery of a state-wide mentoring program to provide children and young people in care with the opportunity to participate positively with the community and to achieve better social, emotional and educational outcomes. The role ensures the program is guided by the Australian Youth Mentoring Benchmarks; *fostering the growth of high quality young mentoring programs*, and Departmental policies and procedures.

The Mentor Program Coordinator works with, and provides advice to, Department for Child Protection (DCP) case workers, providers appointed to the department’s Approved Panel of Providers (APP) and teams across



the Support and Inclusion division. The Mentor Program Coordinator ensures that services are delivered within the scope of the Mentor Program and mentoring sessions address the goals identified in the young person’s case plan, transition from care plan or their cultural needs as documented via the Aboriginal Cultural Identity Support Tool.

Position title	Mentor Program Coordinator
Classification	AS04
Division	Support and Inclusion
Directorate	Engagement and Wellbeing
Location	31 Flinders Street, Adelaide, with flexible working arrangements available
Reports to	Supervisor, School Retention
Direct reports	Nil
Role description date	October 2023

What you will do (key outcomes)

1. Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards and injuries in accordance with DECD policy & procedure, and cooperating and complying with reasonable instructions of DECD line management and WHS Officers.
2. Coordinate, monitor and evaluate the delivery of a state-wide mentoring program which provides children and young people in care with the opportunity to participate positively within the community and to achieve better social, emotional and education outcomes.
3. Provide advice to DCP case workers to enable children and young people in care to access mentoring services to achieve better social, emotional and education outcomes.
4. Establish and maintain effective relationships and networks with internal and external stakeholders, including working collaboratively with APP to complement the work undertaken by DCP case workers to improve the outcomes for children and young people in care.
5. Review the progress of mentoring relationships and support APP including providing ongoing advice and problem solving to achieve mentoring outcomes and ensure the address of goals identified in the young person’s case plan, transition from care plan or their cultural needs as documented via the Aboriginal Cultural Identity support tool.
6. Analyse and evaluate existing systems, practices and procedures to accurately target service delivery and recommend innovative strategies for continuous program improvement.
7. Provide statistical and other relevant information by maintaining administrative systems and processes for the tracking and retrieval of records relating to service provision and undertake research and prepare reports with recommendations to inform decision making.
8. Help to maintain a safe and healthy working environment by proactively reporting incidents, hazards and injuries.

The capabilities you will bring (key competencies)

- **Working relationships:** Demonstrated interpersonal skills used to successfully develop and maintain constructive and effective working relationships with internal and external stakeholders.
- **Written and oral communication:** High level written and oral communications skills in response to a diverse range of people and needs, appropriately utilising empathy and understanding in solving complex and sensitive issues.

- **General direction:** Demonstrated ability to work under general direction, evaluate issues, exercise initiative, discretion and judgement in the day-to-day coordination and support of work programs, services and operations including evaluation of the factors that contribute to the risk and developing action plans to reduce or eliminate the risks.
- **Coordination and planning:** Experience in coordinating state-wide programs which provide services to children and young people in care including monitoring operational staff and service providers, managing resources and planning and coordinating work activities to ensure satisfaction of operational performance goals and objectives.
- **Legislation and government processes:** Demonstrated knowledge of relevant Child Protection legislation, government processes and protocols, mentoring and the departmental policies and procedures related to children and young people in care.
- **Work health and safety:** Demonstrate knowledge and commitment to promoting and creating a safe and inclusive work environment; and the legislative requirements of Equal Opportunity and Work Health and Safety legislation.

Who you will work with (key relationships)	Qualifications
<p>Direct working relationship: Supervisor, School Retention program</p> <p>Internal Working Relationships Staff within the School Retention program Staff within the Engagement and Wellbeing directorate Teams within the Support and Inclusion</p> <p>External working relationships Approved Panel of Providers and DCP case workers</p>	<p>Essential: Nil</p> <p>Desirable: Nil</p>
Corporate responsibilities	Special conditions
<p>Keep accurate and complete records</p> <p>Act appropriately in line with the Public Sector Code of Ethics at all times</p> <p>Support diversity and promote an inclusive workplace for everyone</p> <p>Maintain a commitment to Work Health and Safety legislative requirements</p>	<p>You may need a current driver’s license and be willing to drive</p> <p>You may be asked to work out of hours</p> <p>You may need to travel within or outside South Australia</p> <p>You need to achieve mutually agreed performance goals</p> <p>You must have a current Working with Children Check</p> <p>You must do Responding to Risks of Harm, Abuse and Neglect – Education and Care training</p> <p>You must be an Australian resident or provide evidence you have a current work permit</p>

<p>Assessed by: Jen Brady, P&C Advisor</p>		<p>Approved by: Harry Manatakis A/Director Engagement and Wellbeing</p>	
<p>Date: October, 2023</p>		<p>Date: April, 2023</p>	