

POSITION DESCRIPTION

WORK AND LEARNING CENTRE ADVISOR

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| DEPARTMENT | Morwell Campus — GEST |
| REPORTS TO | Operations Manager Morwell |
| DATE | October 2025 |
| POSITION OBJECTIVE | The WLC Advisor supports local participants through guidance, mentoring, and practical assistance to help them engage in education, training, and employment. The role ensures CCG's programs meet community needs and Brotherhood of Saint Laurence partnership standards, while empowering participants, fostering inclusion, and promoting positive pathways to learning and sustainable work. |
| Achievement of the position objective will be reviewed against key performance indicators in the annual appraisal and review process and as required | |

Our Values are reflected in our commitment to:

- ★ *Integrity*
- ★ *Inclusion*
- ★ *Quality*
- ★ *Collaboration*
- ★ *Safety*

Community College Gippsland (CCG) is a child safe organisation with zero tolerance for child abuse and is committed to the safety and wellbeing of all students. CCG supports and adheres to Child Safety Standards.

United we belong. Together we thrive.

The CCG community welcomes people from all backgrounds, abilities and identities. We are enhanced by our diversity and learn through inclusion, respect and understanding.

At CCG we:

- *Provide a safe and inclusive environment that is free from discrimination.*
- *Empower students and harness their uniqueness through voice and agency.*
- *Ensure equal employment opportunities for all and encourage the participation of underrepresented staff.*
- *Celebrate the differences of our people and recognise their unique contributions to our community*

SCOPE OF THE ROLE

The Work and Learning Centre Advisor supports Thrive Hub participants to access services that help them thrive. Using an Advantaged Thinking approach, the Advisor recruits and engages individuals to transition into employment or education through one on one coaching and group learning activities that build skills, address barriers, and connect them with the right supports.

KEY RESPONSIBILITIES

- Promote and recruit participants for the program, engaging with all Thrive Hub visitors to identify needs and provide appropriate referrals and support.
- Use an Advantaged Thinking approach to help participants set and achieve education and employment goals through coaching, training, and connection to opportunities.
- Build and maintain strong referral pathways and partnerships with schools, community services, employers, and other organisations.
- Assess participants' skills, strengths, and barriers to provide tailored vocational guidance and connect them with relevant resources and supports.
- Facilitate pathways from training to employment, including volunteering, job search, and reverse marketing to employers, with ongoing post-placement support.
- Stay informed on local labour market trends and develop networks that create opportunities for participants.
- Maintain accurate records, contribute to reporting and quality improvement processes, and work collaboratively to achieve program KPIs and community integration.
- Model CCG's values, uphold the Code of Conduct, and maintain a safe and supportive environment for all participants, including children and vulnerable individuals.
- Undertake other duties as required.

KEY PERFORMANCE INDICATORS

- **Learner Engagement:**
 - Demonstrates consistent engagement with participants through regular contact and support.
 - Achieves strong participant satisfaction as reflected in feedback and informal evaluations.
- **Program Delivery:**
 - Delivery of workshops and pre-accredited programs within agreed time frames.
 - Ensure that materials and sessions are prepared and aligned with learners needs.
- **Learner Outcomes:**
 - Successful progression of participants into training, education, or employment pathways.
 - Accurate and timely records of learner progress and outcomes.
- **Partnerships:**
 - Build and maintenance of strong relationships with employers, training providers and community organisations.

- Actively contributes to collaboration and referral pathways that enhance learner opportunities.
- **Compliance and Reporting:**
 - Completed reporting, documentation, and data entry accurately and within required timeframes.
 - Operates in line with CCG policies, procedures, and funding requirements.
- **Team Contribution:**
 - Active participation in team meetings, professional development and collaborative initiatives.
 - Contributes to team goals, shared initiatives, and a positive, solutions-focused culture

KEY SELECTION CRITERIA

- Experience working in an outcomes-focused environment with a track record of achieving participant results.
- Knowledge of the causes and impacts of unemployment and effective strategies to support pathways to work.
- Ability to engage and support people from diverse backgrounds, recognising their strengths and potential.
- Experience in career planning and guidance leading to employment, education, or training outcomes.
- Experience facilitating group learning and training, including developing relevant content and resources.
- Strong networking and partnership skills with employers, agencies, and education providers to achieve shared goals.

ORGANISATIONAL FUNCTIONS

- Actively participate in and comply with the Health and Safety systems, policies and emergency procedures in place throughout the organisation including;
- Promptly and accurately reporting all hazards, accidents, incidents and near misses;
- Ensuring safe use and maintenance of equipment including PPE for self and students;
- Maintaining a current knowledge of emergency evacuations procedures for all relevant campuses and participating positively in drills and training sessions.
- Make recommendations for improvements in health and safety.
- Be aware of and participate in strategic planning process including making suggestions for improvements.
- Actively work with colleagues to build positive relationships and teamwork across the whole organisation.
- Perform other duties as requested, in a timely, professional, empathetic, accurate manner and in accordance with Community College Gippsland Policies and Procedures

MANDATORY REQUIREMENTS

- Police check
- Clear Working with Children check
- Current Victorian Drivers Licence

QUALIFICATIONS

- Case management experience

FUNCTIONAL RELATIONSHIPS

Key Internal
Staff

Key External
Employers & Community
Organisations

DECLARATION:

I have read, understand, and accepted the above Position Description.

I understand that the Roles, Functions and Key Performance Indicators in this Position Description, form part of the Community College Gippsland Contract of Employment.

Signed:

Date:

Name: