
RETURNED & SERVICES LEAGUE (VICTORIAN BRANCH) FULL-TIME RSL ADVOCACY TRAINING ASSESSMENT OFFICER / MENTOR

Job Title: RSL (Victorian Branch) Advocacy Training Assessment Officer / Mentor

Location: ANZAC House-Level 5, 4 Collins Street, MELBOURNE VIC 3000

Reports to: Manager-Pensions, Advocacy & Welfare Support

Introduction:

Effective mentoring is not only central to Advocacy Training Development Program's (ATDP's) competency-based program of structured learning and development, but also essential to the Returned & Services League's (RSL's) continuing capacity to deliver high quality veteran's services through its Sub-Branches and Hubs throughout Victoria.

As an RSL (Victorian Branch) Advocacy Training Assessment Officer / Mentor you will have the opportunity of building capacity within the RSL network for the delivery of veteran's services into the future. Your knowledge and skill as a Mentor will be on display for years to come.



Broadly, to perform the role of the RSL (Victorian Branch) Advocacy Training Assessment Officer / Mentor you will:

- Hold or be prepared to undertake a Certificate IV in Training Assessment (TAE);
- have completed formal ATDP training to at least Compensation Level 2 or 3 and Wellbeing Level 2, and have completed ATDP mentor training;
- formally acknowledge your role and responsibilities in a written agreement;
- plan and implement individual training development programs for both volunteer and full-time RSL advocates; and
- commit to facilitating the ongoing training and assessment of qualified advocates throughout the RSL network in Victoria.

Mentoring Environment:

As a full time RSL Advocacy Training Assessment Officer / Mentor, you will work primarily from an office located on Level 5 at ANZAC House in Melbourne. Ideally, you will mentor one-on-one, however, there will be times when that is not always possible. Therefore, the following forms of mentoring will be utilized where possible:

- visitation;
- skype;
- landline; or
- email.

Learning Process:

Essentially, ATDP is grounded in adult learning principles. It starts with existing knowledge and life skills of the mentee, and engages them in a continuous cycle of:

- exposure to the organization (the RSL);
- on-the-job experience;
- exposure to new knowledge;
- exploratory application of new knowledge in the workplace;
- reflection on outcomes to integrate knowledge into practice;
- consolidating integration of knowledge and practice as a higher level of understanding;
- taking the newly found level of understanding into further;
 - on-the-job experience; and
 - re-exposure to old, and exposure to new knowledge;
- leading into the next cycle of exploratory application, reflection on outcomes, integration of knowledge and practice, and deeper understanding...

As a Mentor, you will engage with your Mentee throughout these cycles. Your aim is to ensure the Mentee's learning of where to find information, acquisition of skills, and integration of knowledge and skills as competency is as easy as possible.

RSL (Victorian Branch) Advocate Training Assessment Officer / Mentor Role & Responsibilities

As an RSL (Victorian Branch) Advocacy Training Assessment Officer / Mentor you will have specific responsibilities to your Mentees, as well as a range of broader responsibilities to the RSL (Victorian Branch), to ATDP and to yourself.

As an RSL (Victorian Branch) Advocacy Training Assessment Officer/Mentor you must:

- work in accordance with the Mission and Values of the Returned & Services League of Australia (Victorian Branch);
- abide by the ATDP Code of Ethics;
- commit to spending at least one year in a mentoring relationship;
- negotiate a milestone plan relevant to the Level or aspired Level of practice;
- communicate weekly, preferably in person, but by telephone, email or Skype if that is not possible;
- engage for at least four hours a month in a program of mutually agreed learning activities;
- monitor workload and role satisfaction;
- identify the learning areas where your mentoring is best directed;
- honour all commitments you make to your Mentees;
- be a positive role model of professional advocacy behaviour (e.g. active listening, patience, tolerance, attention to detail and reflective learning);
- establish appropriate boundaries (if required, with his/her family);
- be respectful of his or her time, opinions and decision making; and
- most importantly, be encouraging and supportive in all that you do.

Responsibility to ATDP

As an RSL (Victorian Branch) Advocacy Training Assessment Officer / Mentor you must:

- not less than once a month, advise the Manager, Pensions, Advocacy & Welfare Support (PAWS) of your progress and challenges. Your report will form part of the PAWS operational report to the monthly State Executive meetings;

- as required and when programmed, participate in continuing mentor-development training;
- ensure the probity of the assessment evidence you collect;
- ensure each Mentee's Workplace Experience Logbook is certified;
- monitor the quality of advocacy services delivered by the RSL (Victorian Branch) advocates;
- reinforce with the RSL (Victorian Branch) advice about ATDP policy and procedures; and
- be patient – adult learning and culture change take time and effort;

Mentor Prerequisites

As an RSL (Victorian Branch) Advocate Training Assessment Officer / Mentor it is desirable that you possess the following skill sets:

- **Personal Attributes** – Demonstrated
 - integrity; and
 - sound judgement in ambiguous situations.
- **Interpersonal Skills** – Demonstrated leadership skills including ability to:
 - establish the trust of candidates, advocates and RSL (Victorian Branch) Executives;
 - motivate candidates and certified advocates;
 - communicate policies and advice;
 - negotiate and resolve conflict in ambiguous situations; and
 - mobilize culture change.
- **Professional** – Demonstrated:
 - ability to apply knowledge of veteran's legislation instruments, and RC and MRCC policy and procedures;
 - ability to objectively review and continuously improve personal performance;
 - ability to apply knowledge and experience to:

- work collegially and effectively with other Mentors; and
- assure delivery of high-quality client-based advocacy services.
- ability to acquire the knowledge and skills to:
 - support the RSL (Victorian Branch) selection of candidates into ATDP;
 - plan and implement individual learning and development programs for both part time and full-time candidates;
 - support candidates' progress along advocacy learning pathways, including choke points in their progress;
 - mentor and coordinate OTJ support for candidates with a wide range of varying capabilities, motivations and interests;
 - support certified advocates continuing professional development;
 - Monitor and assess candidates and certified advocates' performance; and
 - Identify key weaknesses and negotiate remedial activities.

Specialist Skills, Knowledge & Experience Required

- knowledge and understanding of the RSL's core objectives;
- knowledge and understanding of the principles and practices of Workplace Health and Safety;
- strong problem solving, decision making, planning and evaluation skills;
- active listening skills, written and verbal communication skills;
- demonstrated ability to maintain confidentiality;
- demonstrated commitment to quality outcomes;
- sound computer literacy;
- energetic and flexible with a positive can-do attitude;
- high level leadership skills;
- very good planning and organisation skills and attention to detail;

- experience working with members of the Australian Defence Force (ADF) and or have a sound understanding of the unique nature of military service on both its members and their families;