

POSITION TITLE:	Volunteer Mentor – Everybody's Business Program
EMPLOYER:	North Melbourne Language & Learning Inc. (NMLL)
LOCATION:	Ground Floor 33 Alfred St, North Melbourne 3051
RESPONSIBLE TO:	Committee of Management, NMLL
REPORTS TO:	Microbusiness Project Worker
CONDITIONS:	As per Volunteer Handbook
DAYS:	Negotiable
PERIOD:	Ongoing for at least 6 months
ORGANISATION RELATIONSHIPS:	
Internal: NMLL Staff	
External: NMLL Students, Program Participants, Other Volunteers, Training Providers	

POSITION CONTEXT

North Melbourne Language & Learning Inc. (NMLL) operates in a diverse and dynamic community on the North Melbourne housing estate, delivering learning opportunities with an emphasis on community connectedness.

NMLL is a not-for-profit Neighbourhood House and Learn Local Registered Training Organisation located in the City of Melbourne Council area. NMLL offers a friendly and welcoming work environment.

NMLL believes that Volunteers have a valuable contribution to make to the community. NMLL Volunteers are an invaluable resource which enhances the existing work of NMLL and allows NMLL greater outreach into the community.

POSITION OBJECTIVES and PURPOSE

The role of the Volunteer Mentor – Everybody's Business Program – is to give support and advice in the context of product and business development for participants of the NMLL microbusiness course.

The Everybody's Business project offers refugee, asylum seeker and migrant background women the opportunity to develop the skills and knowledge needed to start a microbusiness in Australia. The program provides pre-accredited training and mentoring to assist women to utilise their existing knowledge and skills and develop / refine a microbusiness plan.

This role will receive ongoing support from NMLL/ Everybody's Business project coordinator.

KEY RESPONSIBILITIES AND DUTIES

The main purpose of this role is to share skills, insight and professional knowledge to assist in the development of students' business skills. Mentors will provide support and guidance in one or more of the following areas:

- Business plan
- Time management skills e.g. goal setting, planning, self-motivation and life-balance skills
- Sales and marketing skills: understanding concepts and strategies available
- Social media presence via Facebook page, Instagram profile and/or website development.
- Financial know-how: management of microbusiness finance, understanding of business banking systems and liaising with financial institutions
- Administration skills: record keeping, filing, database, computer skills, phone conversation skills
- People skills: customer services, leadership, good communication, public relations
- Networking and access to information via the mentor's professional experience

KEY SELECTION CRITERIA:

1. Capacity to meet mentee(s) weekly/fortnightly for one/two hours for a minimum of six months.
2. Excellent communication and interpersonal skills, and patience to persist with possible challenges
3. Ability and willingness to work with and relate to people from Culturally and Linguistically Diverse (CALD) backgrounds
4. Flexibility, creativity and an enthusiasm to contribute to positive change in people's lives
5. Understand business in Australia
6. Business development knowledge and/or experience
7. Ability to attend review sessions with supervising Project Worker every two months
8. Contributing positively to the work environment as a volunteer in a small not-for-profit organisation

ONE OR MORE OF THE FOLLOWING SKILLS ARE HIGHLY DESIRABLE:

1. Business finance know-how
2. Social media skills (Facebook, Instagram)
3. Website development skills
4. Branding skills (Knowledge of CANVA or similar)
5. Marketing skills

CONDITIONS OF VOLUNTEER PLACEMENT

As outlined in the NMLL Volunteer Handbook.

All NMLL Volunteers (with the exception of in-class Volunteer Tutors) are subject to a 3 month trial period.