

## NJL appoints a new CEO

National Joblink is excited and proud to announce Emma Dickens has been appointed our new CEO. Throughout Emma's career with NJL she has progressed through many key positions within the organisation.

As a new 'starter' with NJL in 1999 Emma was a shy Administrative Assistant. After about 6 months she moved into supporting the Jobs Pathway Program (JPP) team staff, from here Emma enjoyed Youth Work roles under the banner of JPP, Youth Connections and Youth Pathways for about 6 years.



In 2007 an opportunity to move interstate to Queensland saw Emma enter a dual role of Coordinating Internal Job-Search Training Programs in 130+ sites, as well as managing sales invoicing for several not-for-profit organisations under the parent company. Returning to Tasmania in 2009 Emma became Operations Manager for NJL managing after all things HR, IT and Finance. Emma continued to manage these functions daily and was appointed the Chief Operating Officer, supported by a head office team of staff in 2017.

NJL prides itself on its culture and Emma has been responsible for that development of that culture for many years.

Our emphasise on family and friends first is directly attributed to Emma's leadership, guidance, and continued adherence to this culture where for many years she has 'walked the talk'. In 2018 her and her husband, Cameron, welcomed a beautiful baby boy named Jacob into the world. Emma now happily juggles motherhood and NJL. She has played an extensive role in NJL's transition from a small Tasmanian company to now an organisation operating in 4 States and Territories with 12 offices and over 80 Fulltime equivalent staff.

Throughout her career Emma has demonstrated an unwavering commitment to NJL, striving to learn every aspect of the business. Her imperturbable nature has seen her become a friend, role model and mentor to many NJL staff.

## Workplace Skills Training for Parents

NJL's Workplace Skills Training online learning modules delivered through Microsoft Teams is proving to be a big hit with our Fitzroy ParentsNext participants. Participants in Berserker, Gladstone, and Yeppoon have engaged in life skills, pre-employment skills and employability skills training through the Microsoft Teams platform. Our parents have amazingly adjusted to this "new norm" of online delivery and they are loving it!! Not only has this mode of delivery reduced the effects of social isolation for some of our parents during Covid, they have also had the opportunity to learn & share in a supportive & positive environment.

Additionally, parents have commented on how convenient it has been to learn from home, while their children are napping or keeping busy playing in their own space. Kisha is one of the participants in the ParentsNext program who is completing the Training. Kisha previously worked at Big W before she had children and was able to share examples of the skills and knowledge she learned including; communicating in the workplace with staff and customers, learning how to use a cash register and how she needs to plan her day around her children and work. Kisha is a wonderful asset to the class and is looking forward to contributing to our next session Work & Life Balance.



### June 2020

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## Microsoft 'Teams' Training for all NJL programs



With Covid 19 disrupting industries and business around the world, tried and tested processes came into conflict with the health and wellbeing of Australians trying to engage their essential services. Job providers could not operate as they used to, and with industries shutting to prevent the spread of the pandemic, a future Post-Covid would need to have training & education opportunities for thousands.

NJL was pro-active in meeting change head on, intensive research was put into what was required to deliver a training service to clients across four vastly different contracts. A video platform that could deliver course material & protect privacy & personal information was identified as necessary in supplying clients & participants with crucial training.

Microsoft Teams met all the requirements of National Joblink's eclectic cohort. Within days a scheduled plan for rolling out training to staff was developed & executed.

Nationwide, from Tasmania to Darwin, staff members were partaking in upskilling. New processes were put in place to meet contract stipulations, extensive material was developed for training, & the initiative paid off in the delivery of uninterrupted service during a time of global uncertainty.

The process was so successful, that a Trainer that had a course running as Covid 19 broke out, was able to transition to the online platform mid-way and finish their course!

Assistance through IT help, data, hardware & training were also provided to participants Australia-wide, helping them to be prepared for a world Post-Covid. Throughout this experience the resilience of staff to adapt saw to a massively successful transition, & new capacities have been added to NJL's services for the future.

## Peer Support Program for Workers

National Joblink in South Australia was contracted to deliver the Pilot Peer Support Program, under the Australian Government's Seasonal Worker Program (SWP). The program was designed to address the specific needs of seasonal workers transitioning into different roles, workplaces, or industries and for whom English is a second language. The training also allows the seasonal workers the opportunity to impart their new knowledge onto their colleagues and peers within their current workplace and to their own communities upon their return.

Microsoft Teams was used to deliver the program, allowing 39 seasonal workers from all over Australia the opportunity to participate in the training.

The participants enjoyed and engage in the training and were excited to learn and be involved in their first virtual classroom. This also allowed them to create new friendships and connections with other seasonal workers all around Australia, furthermore, gaining valuable digital technology skills



## NJL's updated website

After months of hard work, NJL are excited to officially announce our refreshed and redesigned website. Our goal, when creating the new website, was to make something fresh and new that ensured easier and faster useability as well as including some new content. It is fully responsive with mobile devices, making it easy to navigate on a wide range of web browsers and devices.

So, log on, have a look around and remember to check back regularly for news and updates.

## Launceston Apprenticeship Pipeline Project

National Joblink has been collaborating with Lisa Lucas from MEGT for the Launceston Apprenticeship Pipeline Project (LAPP). The 'LAPP' project is an initiative of TBCITB and partners Skills Tasmania, Housing Industry Australia (HIA), the Master Builders Tasmania and TasBGAS. National Joblink and Lisa are working together to find interested and suitable Transition to Work (TTW) candidates to put forward for apprenticeships in the Launceston catchment area. Mentors had been supporting participants in creating cover letters and resumes applicable to the building industry. Participants also had help with interview tips and tricks. Lisa attended NJL Head Office to meet potential candidates and to provide further information. All physical distancing protocols were followed. After Lisa's chat with the group she undertook one on one interviews and explained the importance of 'being themselves' and being able to define their own strengths and weaknesses to not set themselves up for failure. Afterwards, participants spoke of their keenness to be involved in the program and that they felt prepared for any future interviews or processes that they would have to undertake to move forward in consideration for the LAPP.



## GOOD NEWS STORIES

### Haven - Launceston - TAS



Haven has been with National Joblink in the Transition to Work (TTW) since 2019. Haven disclosed she was also the main carer for her mother as she had a serious illness & Haven was unsure of what pathway she wanted to take. TTW assisted her with researching education options leading to her enrolling in a Certificate III in Aged Care. Her work experience fell through, & Haven turned to TTW for advice. TTW supported Haven to ask the education provider to change placements. Luckily, this happened, & Haven was enjoying a new placement until Covid-19 hit. Haven approached TTW and disclosed some personal issues she felt would affect her ability to become employed. She was advised & supported to contact external stakeholders to help assist her with these issues. Recently, the Aged Care facility where Haven has been doing her work experience offered her a casual employment position once her few remaining hours are completed

### Maddison - Berserker - QLD



Maddison first joined the NJL TTW program in February 2020. Maddison was a very shy and reserved young lady when she first walked into our office & was only getting one shift a week at Kmart. Maddison's mentor worked with her around developing her self-confidence through engaging & fun group work which enabled Maddy to feel positive & more self-assured. Since attending NJL TTW group sessions Maddy has picked up three shifts a week at Kmart & is greeting everyone that walks through the door with a big smile. Through further mentoring assistance with NJL, Maddy decided she was ready for her next step & felt confident enough to enrol in a Certificate III in Community Services, which she commenced in March this year. Maddy's passion for this industry is evident with her saying she wants to work in this industry to help her people.

## MEET THE TEAM

### Tess Ward – Mentor – Gladstone, QLD

The Gladstone team would like to introduce one of their newest NJL residents Tess Ward. "Thank you, it is a pleasure to be here with you all working towards some amazing outcomes for our clients. I have been a part of the NJL family now for six months & am loving the ParentsNext Program. It has been an interesting six months with first bush fires and then a pandemic, who would have guessed our world could have changed so much in such a short space of time. Previously I have worked in a variety of fields including medical administration, finance, support work and disability employment services. My husband and I, when we are not babysitting fur grandchildren (cats, dogs, and the occasional budgie), love to spend our time camping (it's more like glamping now with the new camper trailer) and visiting our beautiful grandchildren. I am looking forward to seeing what the future brings and supporting our participants on their journey.



### Tania May – Youth Mentor – Launceston, TAS

Hi, my name is Tania and I have been part of the NJL family for about 14 months. I have had various employment positions prior to my National Joblink 'Queen of the Memes' role including 20 years in a propagation nursery, owner of a mobile dog wash and a residential youth worker. I love working for National Joblink as I can sometimes bring my dog Morrie into the office- oh and the people I work with are amazing. I love coming to work which sounds sad to others who do not work for NJL, but I am sure my coworkers do not get tired of my enthusiastic, a bit out there, approach to work. I love the challenge of working through the barriers that our participants sometimes have and enjoying seeing them realise their potential. When I am not working, I like to do things like being a Mum to 2 legendary kids, exploring our awesome state of Tassie and watching off the grid shows to prepare for my retirement in 45 years.



### Kaylah Robertson – Team Administration Officer – Palmerston, NT

Hi, my name is Kaylah, I am 21 and I am currently the team administration officer in the Darwin office. I have worked for NJL for 12 months. Previously I worked in a remote Indigenous community in WA as a Teacher's Assistant and lived out there for a year. I have a crazy rescue dog called Koda, named after the cub in the movie Brother Bear. I have lived in Darwin for 14 years, however, was born in Brisbane and moved to Darwin when I was 7 years old. I enjoy the outdoors, going camping and adventuring most weekends with my partner. I am passionate about helping people improve themselves and doing what I can to assist them to achieve this.