

# My Career

Building your career

An information guide  
for frontline employees





# Hello!

The beating heart of our organisation is, without question, our frontline employees – the people who live and breathe our purpose every day.

The career you have chosen is one of the most rewarding and fulfilling. We also appreciate that as you devote your energy and time to serving others, it can be challenging to focus on yourself.

The **My Career** program provides an opportunity for us to better support you in identifying and working towards your career aspirations at Endeavour Foundation.

By understanding what drives you and what brings you happiness in your work, we can help you map your career path. There are many options available to you and your career journey will be different to others, but this is about identifying what's right for you and setting a course.

We want to give you the tools, skills and insights to shape your career and the support you need to make your dreams a reality!

Thanks for the work you do every day. I look forward to seeing your career flourish.

**David Swain**  
CEO

## Register your interest for a workshop and a career self-evaluation tool.

Simply scan this QR Code or visit  
[bit.ly/MyCareerform](https://bit.ly/MyCareerform)



If you have issues using the QR code please email:  
[learning@endeavour.com.au](mailto:learning@endeavour.com.au)

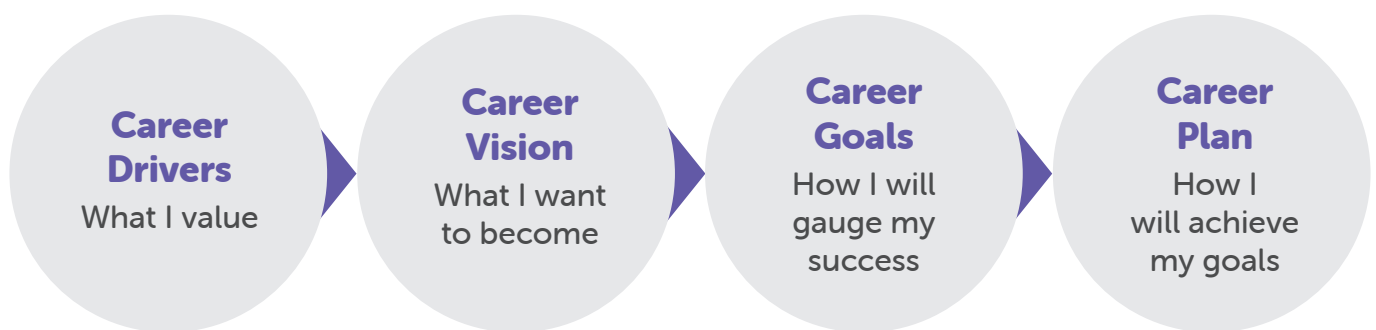
# Understanding you

The purpose of the *My Career* program is to support you in identifying your career drivers and goals and put in place a plan to achieve them.

It is good practice to identify your drivers and vision before setting career goals.

Knowing exactly what you want to do or achieve in your career does not come easily to everyone. It takes time, reflection, and commitment to seek opportunities and work on your development.

We've compiled tools to support this process, so you can identify your values, measure your success, and achieve your goals!



## Career pathways for frontline employees

No two days are ever the same for disability service employees, making it an interesting and engaging profession.

The skills and experience gained as a frontline employee working with people with disability also equips you with opportunities for career growth, development and progression. Some of the pathways may include:



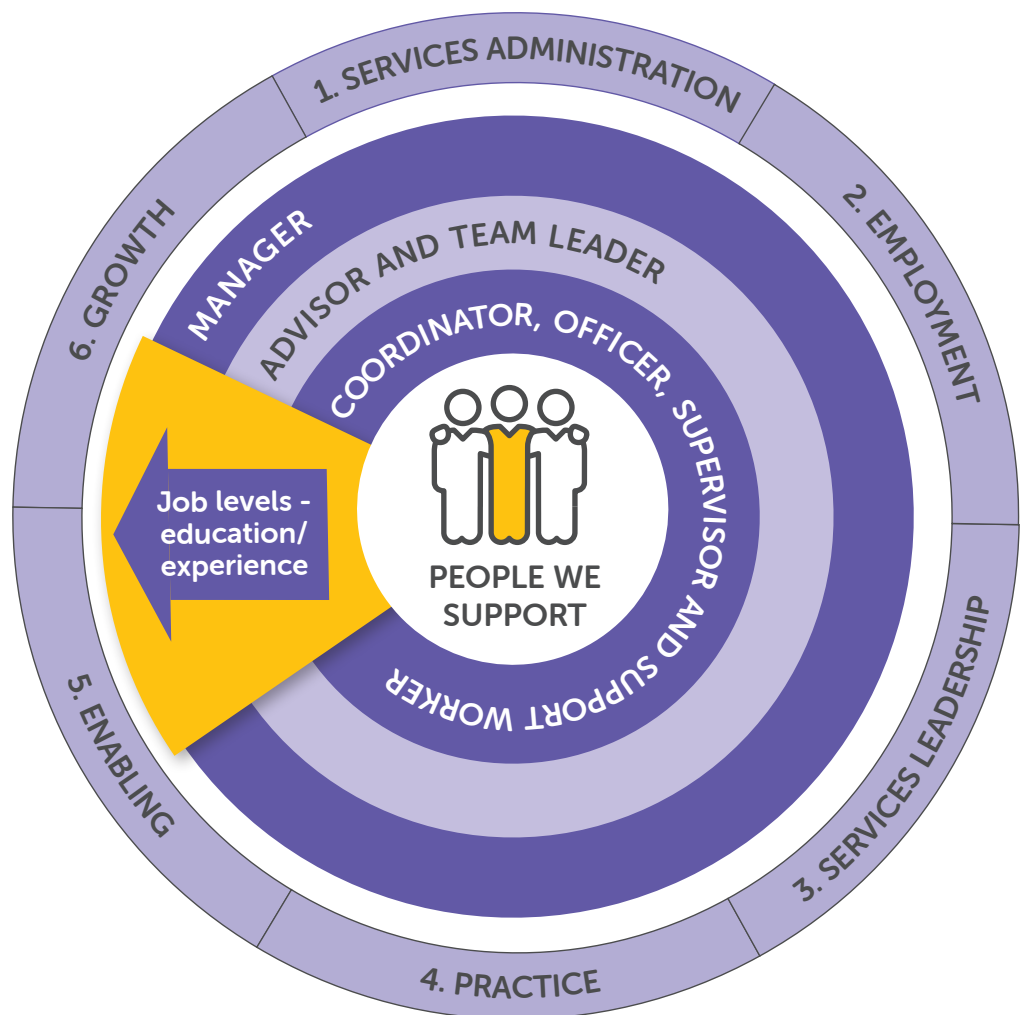
At Endeavour Foundation, it can be helpful to look at the type of roles that are available by levels - the level of skills, education and experience required in the role.

There are approximately 25 levels of work within our framework. We have simplified this into three layers below to better explain positions requiring similar skills and experience.

Movement within or to a new layer is possible via transferable skills or learning new skills. Please note that the pay may vary due to standard pay rates (determined by the external job market or via an enterprise agreement) for these roles.

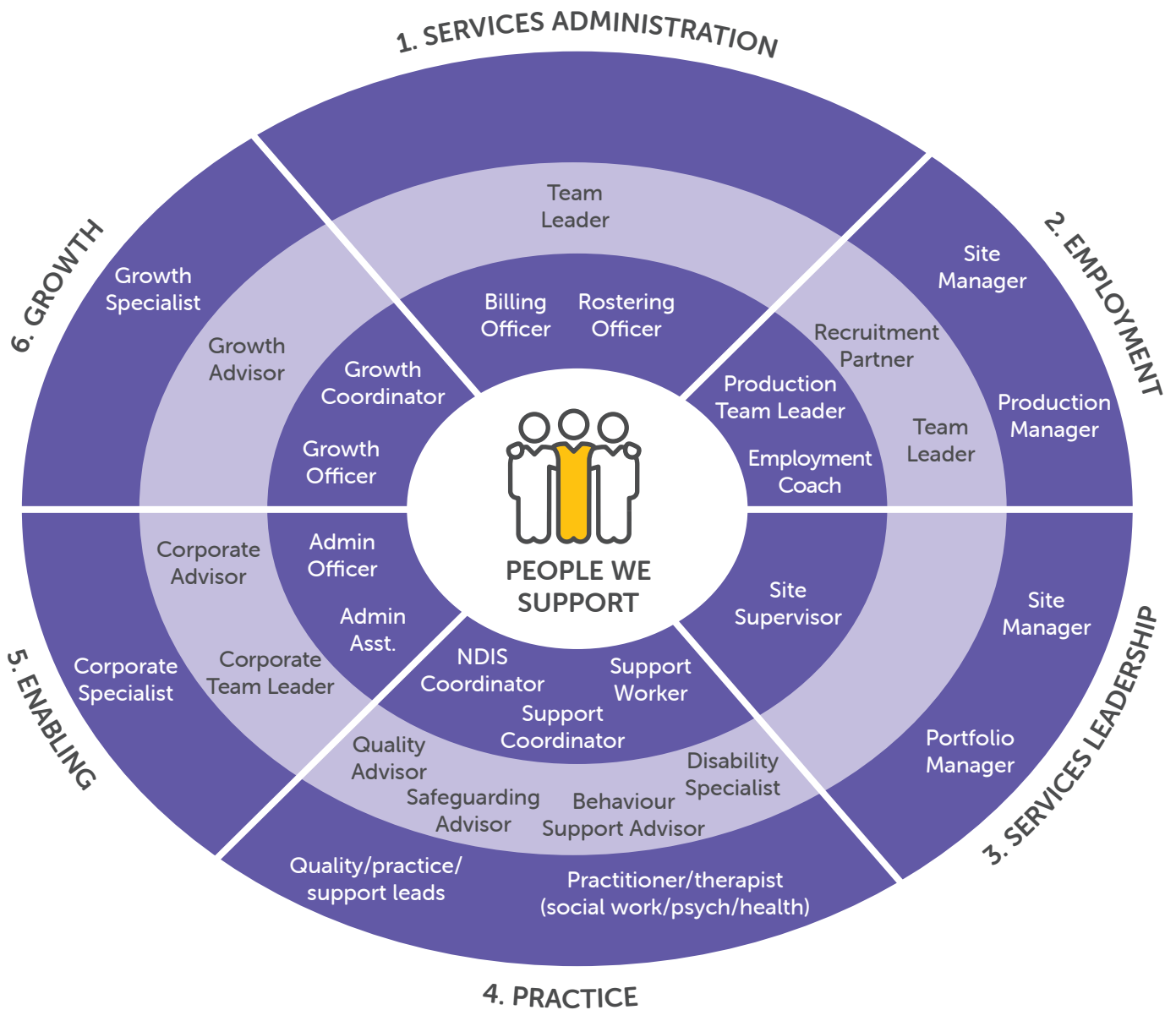
There are six "career families" at Endeavour Foundation, indicated on the outside of the circle below. Some people choose to stay in one career family for their entire career. However, we have many instances where staff have moved between career families via transferable skills or learning new skills.

The career framework below aligns to the disability sector career framework of Care Careers. It has been contextualised for Endeavour Foundation; note that the categories describe career families rather than our organisation structure.





Examples of roles from each level of work, aligned to the career families are shown below.



**Career Examples:**



**Example 1:**

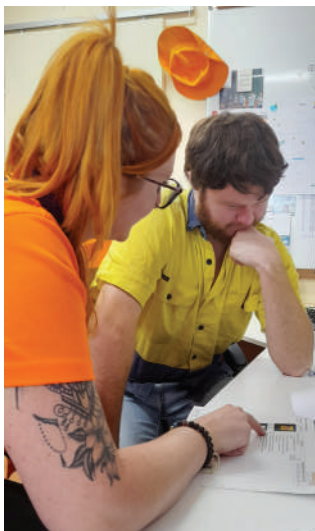
You want to move into a leadership position within your career family, such as Team Leader, Site Manager, or Operations Manager.



**Example 2:**

You want to change career families (e.g. from Services Admin to Growth, or from Employment to Practice) for a varied career.

Through the *My Career* program and dedicated workshops, we will work with you to unpack this in more detail and provide careers maps of 'typical' pathways to specific 'targeted' roles.



# Be inspired by these stories...

## Career story 1: LEADERSHIP ASPIRATIONS

Jessica initially started with Endeavour Foundation as a Support Worker. After gaining experience, she applied for a Site Manager position in a Learning and Lifestyle centre.

While Jessica said she wasn't successful in gaining the position she applied for, her manager suggested another way to gain new skills for promotion.

"My manager suggested that moving to an Employment Coach role would be an opportunity to learn something new and different. I've enjoyed the opportunity for growth in the role and I'm interested in moving into a leadership role at some point, so I'm taking the opportunity to learn all that I can."

After gaining this experience, Jessica had the opportunity to backfill in a manager role, and said she has loved acquiring new skills. She also found the role offered more suitable hours, stability and flexibility which is important to her as a parent.

Jessica found the transition to an Employment Coach easy because of her experience supporting employees in her previous community support worker role. Having knowledge of the organisation's processes also was a big help. The main new skill to learn was the "paperwork" aspect.

"I practiced doing the paperwork and took it to the Site Manager for feedback. I have a good manager who is very supportive and always makes time for my questions.

"Balancing the formal training provided with learning how to complete the paperwork and the need to be on the floor made for a busy time."

Jessica enjoys her new role and finds that the small wins get her through a busy day.

"Sometimes you have a day when nothing seems to be going right and then you have a small win," Jessica said.

"For example, one employee had high anxiety and one day I had spent two hours bringing him back from a panic attack using a 'calming folder' of resources. The next time this happened he took the folder and was able to calm himself in about five minutes!"

Jessica's advice is: don't be afraid to put yourself forward if you see a position.

"Once you're in a new role, speak up and put your ideas forward."

## Tips for people with leadership aspirations

- Let your leader know you are interested in advancing and seek their support
- Identify the skills and experiences you need to advance your career
- Actively seek opportunities or experiences that build these skills
- Be open to a sideways career move to develop your skills and acquire new experiences – this positions you for promotion to leadership



## Career story 2:

### A VARIED CAREER AT ENDEAVOUR FOUNDATION

Grant started his career as a support worker at Endeavour Foundation. From there his career journey included roles as customer safeguarding officer/lead, a behaviour practitioner, home site supervisor, services coordinator, services manager and a member of the Marketing team.

The consistent thread through his career choices is a drive to improve the lives of others.

“I was that little kid that stood between a bully and the person they were picking on. Whenever I see someone in a vulnerable position I want to ensure they get justice and fairness,” Grant said.

“Every role at Endeavour Foundation makes a difference. Whether you are directly supporting a person or supporting the frontline to be effective in their roles or designing the service.”

Grant applied for the position in the Service Design team knowing there were skills he would have to learn to be successful in the role.

He said it was a massive learning curve as it was so different to other roles he’d previously held.

“I tapped into the relationships and networks I built at Endeavour Foundation to support my learning,” he said.

“You build good relationships when you’ve been at an organisation for a while; they are so important for succeeding.”

Grant’s advice to others was to take advantage of Endeavour Foundation’s mentor program.

“As a support worker you gain so many experiences that will help you in other roles.”

Grant’s contribution at Endeavour Foundation culminated in an integral role in creating opportunities for people with disability to become engaged in mainstream employment. He has now moved on from us and is working with another organisation, but we wish him all the very best. We hope one day Grant brings his wealth of experience back to Endeavour Foundation and helps us build more possibilities for the people we support.

### Tips for a varied career

- View every interaction with others as an opportunity to build strong relationships
- Look for ways to help others build a network
- Ask your network for advice and support when you want to make a career change
- When you start in a new role, learn through others by tapping into their knowledge

# What's next

Here's how to get started on your career pathway!

**Step 1:**  
Register  
your interest

Scan the QR code or visit [bit.ly/MyCareerform](https://bit.ly/MyCareerform) to register your interest for a workshop and to be emailed a career development tool.



If you have issues using the QR code, email [learning@endeavour.com.au](mailto:learning@endeavour.com.au)

**Step 2:**  
Discover your  
career drivers,  
vision and  
goals

Check for an email from [learning@endeavour.com.au](mailto:learning@endeavour.com.au) for a Guide with a link and instructions to complete the Career development tool. It's a great way to discover what drives you in your career!

**Step 3:**  
Attend a  
My Career  
workshop

We are running workshops to help you understand available career pathways, build your career planning skills and support you to develop your career plan! Register your interest using the QR Code or link in Step 1.

**Develop your Career Vision, Goals and Plans**