

Reintegration Coordinator

Pacific Labour Mobility Support Program (PLMSP)

Palladium is a global leader in the design, development, and delivery of Positive Impact – the intentional creation of enduring social and economic value. We work with governments, businesses, and investors to solve the world's most pressing challenges. With a team of more than 4,000 employees operating in 90-plus countries and a global network of over 35,000 experts, we help improve economies, societies, and, most importantly, people's lives.

The Pacific Australia Labour Mobility (PALM) scheme is a signature initiative for the Australian Government that enables workers from 9 Pacific Island Countries (PICs) and Timor-Leste to work in priority sectors in Australia. The Pacific Labour Mobility Support Program (PLMSP) builds on the successes of the Pacific Labour Facility (PLF) program, with a renewed focus on the provision of tailored support to worker sending countries to address their specific needs and priorities. Palladium is contracted to deliver PLMSP on behalf of Department of Foreign Affairs and Trade (DFAT).

PLMSP's role is to provide DFAT and governments in 9 PICs and Timor-Leste with support to enable workers to access PALM scheme in inclusive ways that maximise the benefits for the workers and national economies while minimising risks from labour mobility participation. PLMSP's primary functions include capacity building for PALM scheme labour sending units; skills development and training for PALM workers; support for returning PALM workers and their families; information system management; monitoring, evaluation, research and learning; and communications.

1. **Purpose of Position**

The **Reintegration Coordinator** will work within the Ministry of Internal Affairs (Overseas Employment Division) connecting with various stakeholders to coordinate activities in Tonga, Australia, the Pacific and Timor-Leste that contribute to the successful social and economic reintegration of returning PALM workers. There are many partners/ stakeholders implementing different reintegration initiatives, and this role will ensure there is clear synergies and integration among all these initiatives so that PALM workers are supported when they return from working in Australia.

2. **Primary Responsibilities**

The primary responsibilities of the **Reintegration Coordinator** can be broadly described as follows:

Under the direction of the Officer in Charge, the **Reintegration Coordinator** will:

- Coordinate/ support the development of a Tonga Reintegration strategy/ framework document as directed by the Tonga Labour Mobility Policy that guides all the labour mobility reintegration initiatives.
- To establish the Reintegration Sub-Committee as directed by the Tonga Labour Mobility Policy
- Facilitate the engagement of labour mobility workers in reintegration activities provided under the Tonga Reintegration Strategy to link to the Ministry of Trade & Economic Development
- Explore, develop and maintain strong relationships with reintegration partners (MTED, IOM, ILO, PPIU, Ministry of Agriculture, Food & Forests, Mordi Tonga, Hala ki 'Emeasi Counselling Services, Church Leaders Desk and others), and keep updated with the implementation of their respective reintegration initiatives.
- Facilitate quarterly reintegration stakeholder workshops to get updated feedback about the different reintegration options and pathways; and to reflect on and improve the reintegration program.

- Oversee/ ensure the smooth facilitation and delivery of 'Where to now? Open days' every 2 weeks (or monthly) by the Reintegration team, for any return seasonal workers to attend. These days will include 'debriefing sessions' to allow workers to give feedback about their experience overseas; and include specific information about potential pathways for when workers return, so they are thinking about achieving their visions before they leave to work overseas.
- Ensure attendance/ support of the delivery and coordinating of some of the reintegration initiatives (e.g. counselling services, financial management training, community project management training) by the Reintegration team is achieved.
- Focus on engaging with local partners who can add sustained value to the reintegration program.
- Lead the communications/ liaison with relevant Australian based organisations that are contributing to labour mobility reintegration (e.g. employers, skills 'add on' projects)
- Facilitate assistance to returned seasonal workers with regards to provision of debriefing sessions, facilitate Worker Return surveys and provision of information about reintegration options.
- Oversee and participate in the collection of 'stories of change' from the return seasonal workers, whose involvement in the reintegration program reflects a positive change in their life.
- Ensure all monthly reporting requirements are consistently met, informing the progress of the Labour Mobility Reintegration program.
- Participate in meetings and complete other required activities relevant to this role.
- Provide direct leadership/ supervision of all reintegration team members.
- Undertake full responsibility of the direction and delivery of the labour mobility reintegration program
- Participate as an active member of the OED Leadership Team
- Lead by example when delivering role and its responsibilities.
- Report any incident to your supervisor, where staff or participants are behaving in a manner that contravenes the workplace Code of Conduct.

3. **Scope of the Work**

3.1. **Geographical areas to be covered**

The duties of the Employee will be largely carried out in Nuku'alofa, Tongatapu. However, from time to time the Employee may be required to travel to the outer islands of Vava'u, Ha'apai and 'Eua.

4. **Target Groups**

The Employee, in consultation with the Ministry of Internal Affairs, will be required to consult with relevant stakeholders during the term of this Agreement. Stakeholders will include relevant Government line Ministries, businesses in the private sector, relevant non-government organizations, district officers and community groups and individuals.

5. **Qualifications And Expertise**

The Employee is known to possess one or more of the following qualifications and experience:

- Tertiary qualification in business management, economics and social science or similar relevant discipline or at least 3 years demonstrated experiences in the development, delivery and facilitation of training programs and coaching/mentoring of others
- Demonstrated experience in 'cold calling' and exploring partnership opportunities.
- Experience in facilitating workshops and then producing a strategic document with the input.
- Demonstrated experience in leading a team in an operational environment.
- Can demonstrate experience in organisational reporting requirements.
- Excellent communication, networking & interpersonal skills: external engagement and coordination
- Has strong organisational and time management skills
- Demonstrates experience in facilitating workshops and training activities.
- Excellent written skills to capture debriefing and reintegration information.
- Demonstrates high levels of initiative.

- Excellent computer skills (Internet, Word, Excel, PowerPoint, Outlook).
- Experience in managing and implementing projects.
- Understanding of Gender, Disability and Social inclusion
- Experience in fast paced working environments, with tight deadlines.
- Fluent in English and Tongan languages
- Familiarity with the Pacific Labour Mobility programs

6. **Workdays and Hours**

The Employee shall have the following workdays and work hours: Tuesday to Friday – 9am to 5pm. The Employee will be based at the Ministry of Internal Affairs, Nuku'alofa.

7. **Intellectual Property**

All Project Material developed under this project will be the intellectual property of the Client and Department of Foreign Affairs and Trade in Australia.

8. **Nominated Persons**

In relation to the execution of the Employee's duties and any questions relating to the Employee's terms of reference, the Employee shall liaise with and report to the Deputy CEO, MIA whose details appear below:

Leinolo Lakai
 Officer In Charge
 Overseas Employment Division (Labour Sending Unit)
 Ministry of Internal Affairs
 Nuku'alofa
 TONGA
 Office No: (676) 7401854

For administrative matters such as the administration of pay and authorized deductions (PAYE, retirement fund payments) and any questions relating to the Employee's contract, the Employee shall liaise with the nominated representative of SCH, whose details appear below:

Sela Bloomfield
 Partner
 Solutions Consulting House Ltd
 Level 2, Fifita House
 Mailetaha, Nuku'alofa
 Tonga
 Tel: (676) 7786275 / (676) 24564