



KOTO is a not-for-profit social enterprise that empowers at-risk and disadvantaged youth in Vietnam through its holistic training program.

### **Mission Statement**

To empower at-risk youth to pursue lives of dignity by providing life-skills, training and opportunity.

### **Vision Statement**

As a social enterprise we strive to provide positive permanent change for at-risk and disadvantaged youth through the transformative power of social enterprise.

### ***KOTO Value Statement:***

We perform always to the highest of standards for all our customers and we do this to the best of our ability and respectfully.

### **Respect - Performance - Customer Centric**

### **Position Title:**

### **Trainee Service Supervisor**

### **Scope of work:**

The Trainee Service Supervisor (TSS) will positively impact the organization by planning, developing and implementing strategies to ensure the ongoing wellbeing of the beneficiaries of the KOTO program: KOTO trainees and graduates. This role will oversee the program life-cycle from recruitment of new trainees, safeguarding their wellbeing whilst at KOTO, preparing them for workforce entry and providing support as required to them as independent professionals amongst the KOTO alumni community. The TSS will lead effectively and uphold their role as an ambassador of the KOTO family.

### **Reporting Structure**

This position reports directly to the Foundation Director

### **Key Working Relations**

**Internal:** KOTO trainees, all KOTO staff and volunteers.

**External:** Service providers/Stakeholder

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#### **KOTO FOUNDATION**

Training Centre  
11/670 Ha Huy Tap Street (Dinh Xuyen), Yen Vien, Gia Lam, Hanoi  
Tel: +84 4 3718 4573  
<http://www.koto.com.au>

#### **KOTO ENTERPRISE**

KOTO Villa  
22G, 31/46 Xuan Dieu, Tay Ho , Ha Noi  
Tel: +84 4 3747 0337  
Email: [customerservice@koto.com.au](mailto:customerservice@koto.com.au)

## Key Responsibilities

### 1. **Maintain and improve the physical and mental health of trainees**

Overseeing the management of health and safety issues regarding trainees and ensuring prompt reaction and appropriate response to risks and applying strategies to pre-empt future problems

- Design, implement, and facilitate strategies to improve and maintain health and wellbeing of KOTO trainees
- Oversee the implementation of health and wellbeing activities Yên Viên training Center.
- Monitor and evaluate trainee wellbeing issues and work preemptively to ensure recurring incidents are minimized and trends within the organization's sub sectors are identified
- Maintain duty of care over the trainees in the KOTO program

### 2. **Team building and relationship development within the department and with and between trainees**

- Develop and maintain a cooperative work environment in the Trainee Services
- Understand the KOTO trainee profiles, backgrounds and sensitivities and utilize knowledge and apply appropriate skills to create strong, successful relationships
- When required, provide a point of contact for KOTO trainees, responding to their needs in an appropriate and timely manner or directing them to the appropriate Trainee Services team member for assistance
- Apply an understanding of behavioral and emotional actions and reactions in order to best assist and understand the needs of trainees
- Display confidentiality and sensitivity regarding all trainee issues, backgrounds and emotional status
- Work to create opportunities for trainees to strengthen their physical and emotional wellbeing
- Manage relationships between KOTO and external providers to engage services for activities and programs
- Organize and attend trainee events such as: Dream Trip, winter appeal, Dream Bottle...
- Work with other Department Managers regarding KOTO driven events and programs
- Uphold, promote and ensure all trainees are protected by the Child and Youth Protection Policy

### 3. **Oversee the organization of community service activities**

- Oversee the planning and implementation of regular community service activities.

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- Work with the Trainee service officer to ensure that KOTO trainees uphold KOTO's image while taking part in community service

#### **4. Oversee disciplinary action**

- Communicate with other members of the Foundation and Operation to identify any disciplinary or behavioral issues
- Handle disciplinary issues with trainees and affected staff and trainees in a timely and fair manner
- Report major issues to the disciplinary board for further action

#### **5. Business Development**

Contribute to the overall the strategic planning of the organization and work towards achieving KOTO objectives through collaboration with other departments

- Understand the needs of the organization and ensure all welfare initiatives operate in support
- Develop strategies for measuring the effectiveness of welfare initiatives and conduct post implementation reviews
- Offer coaching for staff within your department and the wider organization in managing and supporting trainees effectively

#### **6. Effectively manage the Trainee Services Team and understand your responsibility to lead by example in action and attitude, impacting the entire KOTO organization**

**Self:** Manage self to maximize results.

**Values & Ethos:** Uphold the values and culture of KOTO.

#### **Key Skills and Knowledge:**

##### **1. Qualifications:**

- Relevant Tertiary Qualification
- 3-5 years' experience working in a senior leadership role.

##### **2. Well-developed technical skills in the following areas:**

- Communication (written & verbal)
- Planning, organizing and prioritizing
- People, characteristics and behaviors
- Problem solving

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- People Management
- Leadership

**3. Personal attributes**

- Empathetic, with a well-developed knowledge of social and economic challenges in Vietnam
- High level of motivation
- Flexible and responsive
- Detail oriented
- Cross cultural understanding
- Positive attitude and enthusiasm and belief in the KOTO mission
- Ability to inspire others and lead by example

*Please read Staff Handbook for full conditions of employment and code of conduct.*

***Interested candidates are invited to send their CV to [recruitment@koto.com.au](mailto:recruitment@koto.com.au)***

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