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| **Position Title** | **Employment Consultant** | **Department** | **Employment** |
| **Reports to** | **Service Manager** | **Effective date** | **November 2019** |
| **Responsible for** | **N/A** | **Location** | **Melbourne and Preston** |

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| **Organisation Overview** | Expression Australia (formerly Vicdeaf and Tasdeaf) connects people to the life they want to lead - through ensuring better access, inclusion and equal opportunity.  Expression Australia is an iconic and progressive community organisation, rapidly evolving commercially oriented business and leader in providing services to people who are deaf, hard of hearing or who experience barriers to participation.  Expression Australia's vision and mission empower people to achieve better economic, cultural, social and civic participation in the community. |

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| **Role Overview** | To provide innovative employment solutions through delivery of effective and high-quality Disability Employment Services; providing advice and information to Participants and employers regarding disabilities, disadvantages, barriers and employment related issues; and developing productive networks and relationships with employers, Participant groups and other service agencies. |

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| **Job Specific Responsibilities**  *Key performance indicators will be clearly defined through the performance planning process.* | |
| **Contribute to the achievement of Expression Australia’s strategic objectives** | * Advance Expression Australia strategic plan and its vision through executing the organisation’s strategic priorities. * Model behaviours that are consistent with the mission and beliefs of the strategic plan. * Model behaviours that reflect our values |
| **OHS & Quality Compliance** | * Take reasonable care for their own health and safety, and health and safety of others * Adhere to OHS guidelines * Adhere to the organisation’s Quality framework |
| **Disability Employment Services** | * Assist Participants to achieve their work goals, including provision of on-the-job support * Achieve all outcomes as required * Effectively utilise the Department's IT system * Proactively upskill on DES Grant Agreement knowledge, compliance and quality * Maintain and share Industry knowledge through networks, training and professional development |
| **Administration** | * Take personal responsibility to ensure all administration tasks are completed proficiently and remain up-to-date |
| **Marketing and Relationship Development** | * Identify and develop productive relationships with various stakeholders in order to deliver the quality and level of service expected from Expression Employment * Promote Expression Employment and Expression Australia at events |

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| **Core Capabilities** (including Expression Australia Values highlighted in orange) | | | | |
| **Respectful**  *Behaving ethically appropriate, respectful of culture and community and providing person centred services to clients and others* | | Provides high level of person-centred service and meets needs of clients. Able to resolve common client issues. Consults with clients about service design & delivery | **Diversity**  *Showing respect for diverse backgrounds and experiences* | Adheres to policies, goals, objectives, and philosophies of valuing diversity in performing everyday duties and responsibilities. Embraces diverse capabilities of other team members. |
| **Technology**  *Using and understanding technology to improve service delivery* | | Able to understand and work effectively with technology advancements and applies technical knowledge of IT systems to ensure access to, and security of, the system | **Accountable**  *Demonstrating responsibility for own work* | Demonstrates knowledge of understanding of how their role impacts on the wider organisation and team. |
| **Adaptive/Resilience**  *Demonstrating and developing individual coping strategies* | | Understands how to deal with and adapt to difficult and pressurised situations. May seek guidance in how to deal with difficulties in the workplace. Maintains positive outlook. | **Progressive**  *Innovating and looking at ways to improve the lives of our clients and communities* | Understands the need for resourcefulness, creativity and adaptability within role boundaries. Takes responsibility for continuous improvement and risk mitigation in own work. Resolves routine problems and suggests changes. |
| **Inclusive**  *Working effectively and engaging with others to achieve a common goal* | | A skilled team member, acting as a resource for a small work group on a regular basis. Shares knowledge and information with less experienced team members. May seek specialised help or notify progress of work. | **Commercially** **Focused**  *Ensuring that all services are right for our clients and our organisation* | Has a professional understanding of some specific areas relevant to the role. Provides and obtains accurate and timely information to meet service delivery needs. Has the interpersonal skills required to advise and assist a person with a disability and other customers on issues. |
| **Auslan** | Our organisation is bi-lingual and bi-cultural, where Auslan and English are both utilised languages. The learning and use of Auslan is encouraged and endorsed in the workplace. Along with a willingness to learn Auslan, possess a positive attitude towards continuing to improve language skills is imperative | | | |

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| **Job Specific Capabilities** | |
| ***Manage Risk*** *- Ensuring that risks are effectively managed* | Complies with external requirements and internal policies and procedures in regard to compliance. Acts on identified risks and compliance issues as directed by manager. |
| ***Solutions focused -*** *Operating with solution focus approach for clients* | Assists clients with support and services to meet inclusion goals. Utilises and develops relationships to achieve access and address barriers to participation. Communicates regularly to ensure progress towards goals. |
| ***Plan -*** *Applying proper planning to achieve priorities* | Actively manages own workload and time management. Adheres to reporting, documentation and administrative requirements. Maintains appropriate notes and other documentation to required standard. |
| ***Problem Solving -*** *Thinking and analysing to develop solutions to problems* | Approaches own work and problem resolution creatively and flexibly. Supports innovation and creativity at the individual and team level. |

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| **Knowledge, Skills & Experience** |
| **Essential**   * Ability to manage a caseload of Participants and account manage a set of employers * Knowledge of the Deaf and hard of hearing community * Comprehensive understanding of the LGBTIQA+ community, or willingness to learn * Fluency in Auslan (depending on job role), or willingness to learn conversational Auslan * Demonstrate a high level of interpersonal, verbal/signed and written communication skills * Competent administration skills * Ability to problem solve, think laterally and work efficiently within a team environment * Demonstrated ability to form networks and develop productive relationships with employers, agencies, organisations and Participants * Ability to effectively negotiate with all stakeholders (including employers to achieve and enhance employment outcomes) * Proficiency with Windows and Microsoft Office Suite, and an ability to work effectively with and adapt quickly to a diverse range of software applications * Confident telephone manner/marketing approach * Current Victorian Driver's Licence   **Desirable**   * Specialist skills in providing support to people with disabilities (highly desirable) * Knowledge of employment related service provision (highly desirable) |

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| **Education / Qualifications / Certifications/ Memberships** |
| * Tertiary/post-secondary qualifications in a relevant field (desirable) * Working with Children Check |

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| **Travel Requirements** |
| * Frequent travel to various Expression Employment offices, and to places of employment of participants |

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| **I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed annually to maintain its relevancy and meets organisational objectives.** | |
| **Employee signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |