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| **Position Title** | **Language Services Coordinator** | **Department** | **Access & Service Design** |
| **Reports to**  | **Senior Language Services Coordinator** | **Effective date** | **March 2021** |
| **Responsible for** | **N/A** | **Location** | **Expression Australia Head Office** |

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| **Organisation Overview** | Expression Australia (formerly Vicdeaf & 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, a rapidly evolving commercially oriented business and leader in providing services to people who are Deaf, hard of hearing or who experience barriers to participation. We strive to be a bi-lingual, bi-cultural organisation that respects both languages – Auslan and English - equally and celebrates the rich heritage and cultural diversity of the Deaf community and individuals.  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** | The primary function of this role is to provide customer service and administration of a range of Auslan Connection services including Auslan-English Interpreting, Deaf Interpreting, Live Captioning, note taking, transcription and translation services. This is a customer facing role which interfaces with a broad range of clients including people who are Deaf and hard of hearing, Government services, private sector businesses, education institutions, Health service and community service providers. The Language Services Coordinator is also responsible for managing the allocation/rostering of the workforce and providing general information and day to day support. This role operates in a team environment, in a highly demanding service area where problem-solving, resilience and excellent interpersonal skills are essential.  |

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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.
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| **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
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| **Customer Service and Rostering** | * Provide professional and timely customer service, answering enquiries from a range of different sources
* Schedule and allocate Auslan Connections bookings ensuring client preference, interpreter skill level and assignment type are considered
* Provide timely advice to clients around the availability (including inability to service) of Interpreters or other resources, and provides alternatives where possible
* Seeks support with decision making or problem solving when required, particularly in relation to resourcing / workforce challenges
* maintain a calm and professional demeanor when dealing with a high volume of work or in time sensitive situations
* work collaboratively within a team
* Accepts and acts on constructive feedback, adopts a solutions mindset
* Accurate administration, updating and maintaining of the customer management system, including correct onboarding of customers.
* Ensure Client Privacy & Confidentiality is maintained at all times
* Ensure contract compliance processes are adhered to and maintained
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| **Provide general information & assistance to Language Services practitioners** | * Answer queries and support interpreters, notetakers and other staff regarding assignments and operational aspects of service delivery
* Provide assistance to staff and clients with the use of our systems including AC+
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| **Provide advice to clients of the service** | * Provide advice to clients of the service about Auslan and Language variation, communication, and access needs of Deaf and hard of hearing people and how to work with interpreters
* Provide advice to Deaf clients about how to book interpreters or other services
* Provide advice to clients relevant to the funding landscape. E.g., provide general information about the use of NDIS funding, over 65’s funding, DET funding, DHHS Language Services Creditline, Health Services Victoria etc and other funded or tender/panel arrangements that apply to Auslan Connections services
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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* | Aligns client/customer needs to our services. Demonstrates active listening and questioning skills to identify client needs and issues. | **Diversity***Showing respect for diverse backgrounds and experiences* | Uses basic professional competency to perform relevant work, working with a variety of people from various backgrounds in a bi-cultural, bi-lingual environment. Understands diversity and confidentiality requirements and is able to work with staff collectively. |
| **Technology***Using and understanding technology to improve service delivery* | Develops ability to use technology within position, enters data and learns use of relevant communications and technology systems. Develops skills of adapting processes to keep pace with new technological developments | **Accountable***Demonstrating responsibility for own work* | Develops an understanding of the link between own job responsibilities and overall organisational goals and needs. |
| **Adaptive/Resilience***Demonstrating and developing individual coping strategies* | Learns and develops the skills of approaching work with energy, positivity and drive. Seeks guidance on solutions to ensure quality of work is maintained, regardless of working environment. | **Progressive***Innovating and looking at ways to improve the lives of our clients and communities* | Learns to seek opportunities to work better and to recognise risk within the limits of the role. Learns to take responsibility for continuous improvement in own work and appreciates the importance of flexibility and creativity in role. |
| **Inclusive***Working effectively and engaging with others to achieve a common goal* | Ability to work within a team environment cohesively and inclusively. | **Commercially** **Focused***Ensuring that all services are right for our clients and our organisation* | Develops a working knowledge of role-related activities in the relevant area. Develops capability to influence and gain the confidence of clients and stakeholders. Meets service delivery requirements for the work area and services offered. |
| **Auslan***Language of Choice* | 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** |
| **Negotiation** *Convincing others to take an equally beneficial course of action* | Identifies need to negotiate and influence and describes process for negotiating and influencing. Requires direction. |
| **Manage Risk** *Ensuring that risks are effectively managed* | Complies with external requirements and internal policies and procedures, assisting business areas as needed and directed by manager. Frequent supervision on this. |
| **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. |
| **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. |

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| **Knowledge, Skills & Experience** |
| **Essential*** 2+ years’ experience in customer service and administration or relevant qualification in Business Administration
* Experience scheduling of rosters or transferable skills
* Experience working in a fast passed and high pressure environment
* Positive attitude, resilient and flexible nature able to deal with a wide range of people and situations
* Work to short timelines in a high pressure environment
* Organisational and time management skills
* Excellent interpersonal and communication skills
* Knowledge of Microsoft Office applications, in particular Word and Outlook.
* Ability to learn new software, particularly booking management system
* Ability to work collaboratively
* Maintain confidentiality and sensitivity when dealing with client information

**Desirable*** Knowledge of the Deaf community, and barriers faced by people who are deaf, Deafblind, and hard of hearing
* An understanding of Auslan and language variation
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| **Education / Qualifications / Certifications/ Memberships** |
| * **Desirable**
* Certificate IV in Business Administration or comparable experience
* Fluency in Auslan with lived experience or formal qualifications highly desirable; Diploma of Auslan
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| **Travel Requirements** |
| * Rare
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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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |