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| **Position Title** | **Reconnect Coordinator**  | **Department** | **Employment Services** |
| **Reports to**  | **Manager – Employment Services**  | **Effective date** | **January 2023 til 31 Dec 2023(reviewed annually)** |
| **Responsible for** | **N/A** | **Location** | **East Melbourne/Head Office with some site visits and remote work as appropriate**  |

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| **Organisation Overview** | Expression Australia aims to give all people who are Deaf and Hard of Hearing every opportunity to connect with and contribute to society and develop in all aspects of life, in their language of choice. We are an inclusive organisation with an aim to be an employer of an equal number of Deaf and Hard of Hearing people.Established in 1884, we strive to provide transformational services and support for our community to be able to participate across all areas of life, by optimising new technologies, addressing inequity and driving social change. |

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| **Role Overview** | The Reconnect Program funded by the Department of Education (DET) aims to provide comprehensive support services (or “wrap-around support”) to Deaf and Hard of Hearing individuals and who may have be culturally and linguistically diverse, and/or LGBTIQA+ backgrounds who are experiencing significant and complex barriers to participating in further education, training, and employment.The Reconnect Coordinator will lead the coordination of services for disconnected community members back into study or work. Services that the Reconnect Coordination may engage include: education providers to ensure access needs are provided, wrap around supports such as mental health and funding to access mental health services, course and career counselling.Working within the Expression Employment Team, The Reconnect Coordinator, will also be proactive in their approach to community outreach, identifying eligible participants and creating pathways for participant re-engagement into study and/or employment. |

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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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| **Coordinate the Reconnect Program** | * Identify and create a caseload of eligible Reconnect participants – who will be predominantly Deaf/Hard of Hearing (and may have other backgrounds), to achieve their work and/or study goals in alignment with the Reconnect Program
* Effectively utilise administration and collaboration tools to maintain effective records of clients and engagement
* Proactively upskill on Reconnect Grant Agreement knowledge, compliance and quality
* Achieve all outcomes as defined by the Reconnect Grant Agreement
* Maintain clear records and track each participant's journey through the program
* Identify and develop productive relationships with various stakeholders in order to deliver the outcomes outlined in the Reconnect Grant Agreement
* Ensure all administration tasks are completed proficiently and remain up-to-date
* Provide feedback and regular monthly reports to the management team as required
* Systems and processes are reviewed, revised and developed to address emerging needs in consultation with the Manager, Employment Services
* Work collaboratively and productively with other members of Reconnect Team
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| **Support the Reconnect participant group, external organisations and stakeholders** | * Facilitate pathways for participants, who will be predominantly Deaf/Hard of Hearing (and may have other backgrounds), into further education, training, employment or other opportunities for community participation
* Support each participant by linking them to relevant and appropriate local services, supporting them in navigating systems, accessing relevant information, and achieving short and long-term goals
* Promote the program, build partnerships and referral pathways with external organisations and service providers
* Provide advice and mentoring for clients to support them to reach their education and employment goals
* Ensure client registrations and support meetings are conducted efficiently and effectively
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| **Develop professional skills and contribute to team culture** | * Actively work towards and support a positive and inclusive work culture
* Participate in professional development opportunities relating to the role and Reconnect program delivery
* Collaborate with other team members and Expression staff to implement innovative, efficient and consistent program delivery processes
* Collect, track and respond to program feedback to ensure high quality outcomes for our client and external organisation partners
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| **Values** |
| **Respectful** | *Behaving ethically appropriate, respectful of culture, history and community and providing person centred services to clients and others* | **Diversity** |  *Showing respect for diverse backgrounds and experiences* |
| **Adaptive/Resilience** | *Demonstrating and developing individual coping strategies* | **Progressive** | *Innovating and looking at ways to improve the lives of our clients and communities* |
| **Inclusive** | *Working effectively and engaging with others to achieve a common goal* |  |  |

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| **Knowledge, Skills & Experience** |
| **Essential*** Demonstrated experience managing a caseload of participants
* In-depth understanding of the varying needs of the Deaf / Hard of Hearing community (and their diverse backgrounds) and demonstrated experience working within this cohort
* Well-developed record keeping and client management system skills
* Solution focused attitude and a flexible team player with initiative to drive projects
* Ability to multitask, work autonomously, strong time management skills and prioritise competing demands
* Ability to work positively in a constantly changing environment
* Ability to establish and maintain internal and external stakeholder relationships
* Excellent attention to detail
* Excellent written and communication skills
* Auslan (Australian Sign Language) skills desirable
* Understanding of other different cohorts such as LGBTIQA+, CALD, ATSI/First Nation is an advantage
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| **Education / Qualifications / Certifications/ Memberships** |
| * Relevant qualification in Social Work, Disability Services
* Driver’s License
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| **Travel Requirements** |
| * Travel to various Expression Employment office and to training and employment settings may be necessary where safe and appropriate.
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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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |