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| **Position Title** | **Team Leader, Employment**  | **Department** | **Employment** |
| **Reports to**  | **Manager, Employment** | **Effective date** | **May 2022** |
| **Responsible for** | **Employment Consultants** | **Location** | **Preston (and sometimes at Head office Melbourne)**  |

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| **Organisation Overview** | Expression Australia’s 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. In addition, we are a bicultural inclusive organisation with an aim to be an employer of choice with an equal number of Deaf, Hard of Hearing and Hearing staff.. 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** | This role is responsible for staff supervision, development and training. The Team Leader – Employment, works closely with Employment staff to ensure strategic objectives, compliance and performance measure are understood and met by the Employment Consultants. The Team Leader, Employment is also responsible for managing own caseload of Employment participants. The role will also entail working closely with Manager of Employment Services in identifying and extending employment support pathways/services for participants who may, but not limited to, have / need employment supports within their National Disability Insurance Scheme (NDIS) Plan and those who identified under the School Leavers Employment Supports (SLES). |

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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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| **Leadership and Development** | * Ensure organisational and departmental strategy is understood and implemented by Employment team
* Supervise, develop and provide feedback, coaching and leadership is direct reports
* In consultation with the Manager, Employment, collaborate on the recruitment of staff
* Support the Manager, Employment to create a positive and productive team environment and provide feedback as necessary
* Proactively seek growth, collaboration and partnership opportunities for Employment department
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| **Team leader** | * Develop the capability of employment consultants to work autonomously and in line with the DES Grant Agreement
* Create an effective team environment
* Develop training resources for staff and deliver regular training sessions
* Work collaboratively with Employment Consultants to manage caseloads and referrals
* Monitor adherence to compliance through weekly reporting
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| **Disability Employment Services**  | * Assist a caseload of participants to achieve their vocational goals including provision of on-the-job support
* Collaborate with participants and partner organisations to find suitable employment for participants, creating a strategy, addressing challenges and barriers to employment.
* Provide pre and post placement support to the participant including job applications, and interview preparation, liaising with the employer, supporting employers and participants to resolve workplace issues if required.
* Connect with organisations and present capable and willing participants to potential employers, and report to other service providers
* Continuous improvement of the organisation’s IT systems and processes to deliver services
* Proactively develop DES Grant Agreement, compliance and quality framework knowledge through self-directed learning
* Achieve all outcomes as required
* Maintain and share industry knowledge through networks, training and professional 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 at networking opportunities and other relevant events
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| **Values** |
| **Respectful** | Behaving ethically appropriate, respectful of culture, history and community and providing person centered 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*** At least 4 years experience in Disability Employment Services or other relevant case management related fields
* Previous experience in a supervisor or Team Leader position
* Demonstrated experience training and mentoring staff
* Positive, resilient and flexible nature able to deal with a wide range of people and situations
* Ability to manage a caseload of participants
* Advanced understanding of Disability Employment Services eligibility criteria, compliance and quality frameworks
* Sound understanding of navigating government programs including Services Australia
* Solution focused attitude and a flexible team player with initiative to drive projects
* Proven ability to grow business through market engagement
* Ability to multitask, work autonomously and prioritise competing demands
* Ability to work positively in a constantly changing environment
* Excellent attention to detail
* Excellent verbal and written communication skills

Desirable* Fluency or willingness to learn Australian Sign Language
* Knowledge and/or experience of the National Disability Insurance Scheme (NDIS)
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| **Education / Qualifications / Certifications/ Memberships** |
| * Tertiary qualifications in a related field
* Driver’s License
* Working with Children Check
* NDIS Screening 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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |