

**POSITION DESCRIPTION  
EMPLOYMENT CONSULTANT (Deaf Team)**

Date:	April 2019
Position Type:	Full Time Permanent
Location:	Toowong Office and other sites according to business needs
Department:	Sign for Work
Reports to:	Site Manager QLD
Direct Reports:	None

**Organisation Purpose & Mission**

Deaf Children Australia’s (“DCA”) purpose is to remove barriers to the personal development and social inclusion faced by children and young people who are deaf or hard of hearing. Sign for Work is a key business of DCA.

Sign for Work has been a quality provider of Disability Employment Services (DES) for over 20 years, supporting people with a permanent injury, health condition or disability to gain meaningful, long-term sustainable employment. Sign for Work delivers DES-ESS (Employment Support Service) for people with All Disabilities in the Melbourne Metro region and also delivers Specialist DES-ESS for people who are Deaf and Hard of Hearing in Melbourne Metro, Brisbane Metro and Gold Coast regions.

**Position Overview**

As an Employment Consultant (Deaf Team) your role will be to assess the support needs of Deaf and Hard of Hearing Participant and identify barriers to employment, providing a tailored approach to assist DES Participants to achieve and maintain sustainable employment ensuring compliance with contractual requirements.

**Key Working Relationships**

<b>Internal Stakeholders</b>	<b>External Stakeholders</b>
National Manager	Participants
Site Manager	Employers
Compliance and Training Manager	Government Departments e.g. Centrelink/DHS, DHHS
Post Placement Support Coordinator	Local Community/Health/Education Providers
Employment Consultants	Other Service Providers
Other Sign for Work and DCA staff	

## Key Result Area, Responsibilities and Key Performance Indicators

Key Result Area	Responsibilities	KPI
<b>1. Participants</b>	<ul style="list-style-type: none"> <li>Complies with guidelines, policies and standards</li> <li>Develop and maintain effective relationships with Participants through regular face-to-face appointments</li> <li>Provide pre-employment assistance, identifying Participant skills, abilities, vocational counselling, training gaps and strategies to increase capacity for employment</li> <li>Negotiate, develop and maintain up to date Job Plans with Participants</li> <li>Undertake reverse marketing of Participants to community employers, businesses</li> <li>Achieve sustainable job placement outcomes</li> <li>Provide Post Placement Support to Participants to successfully maintain employment to 4, 13 and 26 week outcomes</li> <li>Provide Ongoing Support to ensure employment is maintained to 52 weeks and ongoing if assessed as required</li> <li>Build and maintain relationships with employers, community organisations and businesses</li> </ul>	<ul style="list-style-type: none"> <li>Deliver DES-ESS service requirements consistent with DSS guidelines, Sign for Work and DCA Policies and Procedures, and Disability Service Standards</li> <li>Evidence: Positive internal and external audit results</li> <li>Evidence: Job Plans in place and current</li> <li>Evidence: Accurate and current Participant file</li> <li>Marketing and Participant interviews documented in Sign for Work database</li> <li>Positive contribution to quarterly team targets</li> <li>Evidence: accurate and sufficient documentary evidence for claims submitted within set timeframes</li> <li>Evidence: Positive employer feedback rates</li> </ul>
<b>2. Compliance and Administration</b>	<ul style="list-style-type: none"> <li>Completion of all necessary documentation as required by DSS contractual requirements and Sign for Work/DCA internal procedures and compliance standards</li> <li>Maintain accurate file notes on every participant contact/activity</li> <li>Undertake required DSS system requirements and completed within contractual timelines</li> <li>All required documentation must be accurate and up to date with in required timelines</li> <li>Manage assigned caseload applying effective time management and prioritising to meet urgent business needs</li> </ul>	<ul style="list-style-type: none"> <li>Evidence: Positive internal and external audit results</li> <li>Evidenced: minimal outstanding alerts as identified in ESS</li> <li>Evidence: achieve required participant contacts, servicing and ESS data entry as mandated by contractual requirements and within required timeframes</li> <li>Time management methods utilised e.g. Outlook Calendar, Outlook alerts, other IT applications</li> </ul>
<b>3. Staffing &amp; Culture</b>	<ul style="list-style-type: none"> <li>Conduct all participant appointments, employer and community interactions with professionalism and high-level customer service</li> <li>Demonstrate accountability in caseload management, contract requirements and claims management</li> <li>Flexibility and willingness to adjust to business and operational needs</li> <li>Commitment to personal development including</li> </ul>	<ul style="list-style-type: none"> <li>Evidence: Positive participant and employer feedback rates</li> <li>Evidence: accurate and sufficient documentary evidence for claims submitted within set timeframes</li> <li>Completion of compulsory training</li> <li>Complies with Sign for Work and DCA's Policies and Procedures in the course of carrying out duties</li> </ul>

	<ul style="list-style-type: none"> <li>completing performance appraisals, training and development</li> <li>Adhere to all DCA's Policies and Procedures</li> </ul>	
<b>4. DCA Values</b>	<ul style="list-style-type: none"> <li>Contribute to the maintenance of a positive working environment and team culture</li> <li>DCA values - Courage, Integrity, Respect, Teamwork and Resourcefulness</li> </ul>	<ul style="list-style-type: none"> <li>Positive contribution to team meetings and team interactions</li> <li>Behaviours and actions are consistent with DCA Values</li> </ul>

## Position Specification

<p><b>Qualifications</b> <i>(formal, recognised qualifications/professional memberships)</i></p> <ul style="list-style-type: none"> <li>Community Service qualifications and/or relevant experience within the Community sector, providing advocacy support and casework experience</li> <li>Minimum Certificate III AUSLAN proficiency or AUSLAN user</li> </ul>
<p><b>Critical Competencies &amp; Experience</b> <i>(skills, attitudes, abilities, motivations critical to successful performance)</i></p> <ul style="list-style-type: none"> <li>Demonstrated experience delivering DES-ESS or DES-DMS programmes <i>(preferred, not essential)</i></li> <li>Proven ability working to targets and KPI's</li> <li>Strong time management and organisational skills with an ability to meet all reporting obligations within set timeframes</li> <li>A team player with a commitment to collaboration</li> <li>High level communication skills, both oral and written</li> <li>Proven ability to build and maintain relationships with internal and external customers</li> <li>Demonstrated continuous improvement focus</li> </ul>
<p><b>Knowledge</b> <i>(include area and level/significance of experience required)</i></p> <ul style="list-style-type: none"> <li>Strong knowledge of ESS;</li> <li>Sound working knowledge of and an ability to work efficiently with relevant industry awards and industrial legislation;</li> <li>Sound computer skills, strong experience with Microsoft Office suite of products and use of a database</li> </ul>
<p><b>Other Requirements</b></p> <ul style="list-style-type: none"> <li>A current Working with Children Check</li> <li>Satisfactory Police check</li> <li>International Police Check (if required)</li> <li>Disability Workers Exclusion Scheme (DWES) clearance</li> <li>Current Driver's licence</li> </ul>

This is not an exhaustive list of responsibilities or skills. This document is to be used as a guide only and job holders may be required to complete tasks outside of this job description.

## Acceptance of Position Description

Employee Name \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_