COORDINATOR – EMPLOYMENT SERVICES (NSW/VIC)
POSITION PROFILE

PART A: POSITION DESCRIPTION

Position Title:	**Aspect Capable - National Coordinator**	***Location:***	**Central Office (Frenchs Forest)**
Group:	**Choose and Connect**	***Reports to:***	**National Manager – Aspect Choose and Connect**

Organisation Purpose

Vision	Mission	Values
The best opportunities for people on the autism spectrum	We work with people of all ages on the autism spectrum, delivering evidenced-informed solutions that are person-centred, family-focused & customer-driven	We are passionate about people, about being positive and about what's possible

Team Purpose

Aspect Choose and Connect gives people the confidence and skills to live successfully on their own terms and enjoy activities and connections within their local community. Support services are designed to help people improve self-confidence, economic and social participation, emotional resilience, physical wellbeing and extend networks and connections within the community.

Position Purpose

Responsible for coordinating a team of Employment Mentors to deliver high quality employment services that support personalised inclusive lifestyles of individuals on the autism spectrum. This position has responsibility for contributing to the achievement of Aspect's strategic plan by:

- Maintaining and building Aspect Capable, Aspect's employment service
- Ensuring the effective delivery of high-quality employment supports

- Providing advice, information and training to job seekers and employers regarding disabilities, disadvantages, barriers & employment related issues
- Maintaining and building on existing productive networks and relationships with employers, client groups, and other service agencies
- Achieving quality employment outcomes that match the needs of the person resulting in long term job retention.

Outcomes

Key Result Area:	Requirements & Expectations	Success Indicators
Employment Services	• Maintain and build on Aspect's existing employment services within NSW & Victoria • Oversee the coordination of services provided by Aspect Capable team • Provide supervision and support to Aspect Capable team • Ensure Employment Mentors actively respond to individual needs and wants using person centred and human rights based approaches • Promote the dignity and valued status of people with disabilities through communications, feedback and guidance provided to Employment Mentors and other stakeholders • Celebrate the achievements of people on the autism spectrum	• • Maintenance of/increase in job seeker numbers and placements • Clear goals exist for the service • Staff are clear about their roles and responsibilities • There is clear evidence of person centred and individualized approaches being adopted • Morale and culture are both positive and supportive
Referral Base	• Apply strategies and techniques that pro-actively market and promote Aspect's employment service • Maintain productive relationships with job seekers, referral agencies and employers to develop referral base and deliver a high quality and effective employment service • Continually survey the local job market in order to locate suitable employment opportunities • Work with employers to deliver timely employment outcomes for Aspect's job seekers • Manage the referral/intake and waiting list process in order to identify vocational and pre-vocational needs	• Collateral exists and strategies implemented • Regular enquires and referrals are received for service • Job pathways are achieved in a timely fashion • Employer networks and contacts continue to grow and diversify

Job Coaching and Support	• Apply and maintain tailored employment pathway plans in conjunction with jobseekers which identifies specific employment outcomes, work preparation strategies, job seeking strategies, tailored interventions (including other service providers) and employment support activities. • Provide pre-employment assistance through vocational mentoring, workshops, job search skills, and work trials/work experience to increase capacity for employment • Promote, organise and provide autism awareness training to employers and external bodies • Train co-workers and supervisory personnel on working with individuals with disabilities. • Achieve job placements and sustainable employment outcomes.	• Employment paths exist with clear goals and outcomes • Training materials are developed and delivered with job seekers, employers and co-workers • Regular face-to face and on-the-job support is provided • Retention rates are maintained beyond 13- and 26-weeks
Contract Administration and Reporting	• Maintain information systems, including job seeker files, employment plans and reports • Ensure reporting, documentation and evaluation are completed within the required timeframes • Utilise the Client Management system (Carelink) for logging enquiries, service deliverables and outcomes. • Ensure all service deliverables are captured and invoiced through the relevant data base, Carelink or NDIS Portal	• Records and files are maintained to the required quality standard • Carelink records are up to date and all fields captured • Invoices and individual accounts are up to date
Safeguarding the people we support	• Exercise Duty of Care in the health, safety and welfare of Participants and ensure they are treated with dignity and respect. • Staff are committed to following safeguarding guidelines as outlined in Aspects Safeguarding People We Support policy. • All staff will complete mandatory Safeguarding training. • Staff to maintain a heightened sensitivity to recognising signs of abuse and reporting those signs. • Alert Coordinator to changes in staff practice that you have witnessed which deviate from policy and procedure. • Request permission from Coordinator before a change is made in the daily program and Alert Coordinator if an unsanctioned change in the program is taking place. • Monitor participant's awareness of their own wellbeing and alert Coordinator if you see a risk to the safety and wellbeing of the person.	• Demonstrated evidence that you discuss and report concerns with your supervisor. • Completion of on-line training on Safeguarding the People We Support. • Personal commitment and day to day demonstration of competency in Safeguarding the People We Support.

Occupational Health, Safety & Welfare Requirements	It is a requirement for all staff to: • Take reasonable care for their own health and safety • Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements • Report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect. • Exercise duty of care in the health, safety and welfare of pupils and ensure they are treated with dignity and respect • Participate in the staff consultation process about work health & safety matters	• Low or no reported injuries in work environment • All incident forms for safety risks to staff & clients are reported to Management & WHS • Work, Health & Safety matters are included as part of regular meetings • Identified hazards, issues or risks are evaluated and appropriate management controls applied
Quality Control	• To contribute to the development and improvement of quality, risk and compliance systems, improving organisational capability and performance through continuous improvement initiatives and coordinating audit requirements across all Choose and Connect programs • Works closely with Choose and Connect staff to review and evaluate Choose and Connects compliance with the National Standards for Disability Services, reviewing /refining systems, documentation and process as required • Review documentation to support organisational needs, requirements and to comply with regulations • Ensure all documentation is correctly registered, tracked and filed and all document registers are updated and maintained to meet control and numbering requirements • Monitor review of audit schedule and report as necessary	• Achieve compliance to National Standards for Disability Services • Refine and update documentation aligning to National Standards requirements • Conduct internal audits and report on status at Quality and Risk committee meeting as per audit schedule • Meet regulations and standards. • Maintenance of document, record and archiving management based on required reporting • Audit reports developed in consultation with Service Leaders and National Manager

PART B: POSITION CRITERIA

Position Criteria	Capabilities	**Collaboration**	*Working effectively with others both internally and externally to accomplish goals and achieve positive outcomes*
		Attitude	*A non-judgmental and empathetic attitude with a willingness to accept and proactively assist people of diverse backgrounds and people with a disability*
		Planning and organising	*Be expected to operate efficiently, being accountable for organising own time and resources in the best possible manner to achieve the required outcomes.*
		Problem Solving	*Identify and provide solutions to meet the needs of job seekers, employment agencies and employers by providing assistance to other staff in solving issues and identifying improvements to services and processes where there is an opportunity to do things more effectively*
		Customer Service Focus	*Strong direct marketing and negotiating skills making efforts to listen to and understand the client (both internal and external); anticipating needs and giving high priority to client satisfaction*
		Attention to Detail	*Accomplishing tasks through concern for all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time*
		Tolerance for stress	*Maintaining stable performance under pressure and/or opposition (such as time pressure or job ambiguity); resilient attitude, adaptability to change*

	Knowledge & Experience	• Demonstrated knowledge of autism • Experience in Disability Employment Service, Demonstrated experience in working with a range of disabilities - preferred but not essential • Experience or understanding of the disability field and barriers to employment experienced by people with disabilities, injury and health conditions • Several years' experience in working within the disability service area or job placement and support - desirable • Previous experience in employment services • Demonstrated high level professionalism, compliance and attention to detail • Proven ability to place clients into employment and to maintain sustainable employment outcomes • Proven ability to build rapport and maintain effective relationships with job seekers, peers and relevant agencies/key stakeholders towards gaining and maintaining sustainable employment opportunities • Ability to manage time and workloads effectively to business priorities in a challenging environment • Highly developed interpersonal skills with strong verbal & written communication skills • Excellent customer service skills • Strong direct marketing and negotiating skills
	Qualifications / Requirements of role	• Tertiary qualification in Welfare, Social Science or Disability Studies - preferred • Certificate IV in Employment Services - advantage • Demonstrated intermediate computer skills, including Microsoft Office applications • Driver's Licence valid in Australia & use of own vehicle for business purposes – desirable • Ability to travel interstate - desirable • Working with Children Check appropriately cleared • Disability Worker Exclusion Scheme (DWES) – appropriately cleared (*Victorian staff only*) • International Police Check (*if applicable)*

PART C: APPROVED BY

Position Approved by: Melissa Webster (January 2019)

PART D: ACKNOWLEDGEMENT OF INCUMBENT

I have read and understood the requirements of the position

Name: _____ (Date) _____