

# Employment Coach

## Position Description

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| <b>Directorate</b>                 | Vinnies Services   |
| <b>Reports to:</b>                 | Team Leader, Employment Coach  |
| <b>Direct reports:</b>             | Nil  |
| <b>Location:</b>                   | Flexible within any of the Society's main metropolitan sites across Sydney.  |
| <b>Primary position objective:</b> | Establish and drive a culture of disability confidence to ensure delivery of effective and efficient services with core focus on quality, flexibility, customised service designed for people living with a disability. Provide on the job coaching, support and mentoring, to build participants capability to meet their employment goals. |

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*

### Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

**Homelessness and Housing:** this team is responsible for state-wide management of excellent homelessness and housing services.

**Disability and Inclusion:** this team is responsible for state-wide management of excellent disability and inclusion services.

**Health:** this team is responsible for state-wide management of excellent health services.

**Clinical Governance:** this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

**Program and Service Quality:** this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

**Service Innovation and Business Development:** this team is responsible for service innovation and business development.

## Accountabilities and responsibilities

The Employment Coach will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Implement participants individual development plans in the workplace, providing individualised on the job training, support and coaching to them in achieving their employment goals.
- Support as required with participants employment onboarding, training, appraisal and professional development review processes.
- Complete initial and ongoing appropriate assessments, including risk assessments and identify job customisation opportunities at various workplaces.
- Facilitate and support activities that build economic and social inclusion for people with a disability.
- Contribute and support the implementation of a disability confident workplace with all stakeholders.
- Build relationships with stakeholders that promote an inclusive employment environment for people with a disability.
- Ensure that participant support is consistent with the NDIS principles and the Quality and Safeguard Commission requirements, including demonstrating support consistent with person-centered practices.
- Work with participants to increase capacity, independence, and community connections.
- Ensure relevant and appropriate participant information is communicated to relevant stakeholders.
- Maintain records, data collection and reports in a professional manner as per service policy.
- Ensure that the Society effectively safeguards children. Ensure that staff and volunteers complete relevant pre-engagement checks (National Criminal History check, NDIS Worker Screening and where required Working With Children Check); act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter; and comply with the organisation's Workplace Health and Safety program.
- Contribute to a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management protocols and procedures to ensure compliance with legal, employment and governance requirements.

## Critical Key Performance Indicators (KPIs)

- Participants retain employment
- Progress against development plans, employment goals and productivity are recorded and up to date.

- Workplace practices are safe and efficient with high level collaborations evident across all work teams.
- Host teams report they are disability confident

## Key working relationships

In addition to the Team Leader, Employment Coaches, the Employment Coach will foster close working relationships with:

- Activities and Centre Coordinator (Vinnies Services);
- Various managers and teams where people with a disability are employed
- Field Technology Support Partner (Corporate Services)
- Learning and Development team (People and Culture)
- Quality and Practice Team

## Essential criteria

### Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

### Role-specific criteria

- Minimum certificate III in Disability Services Sector or equivalent or working towards obtaining alongside experience in the disability services sector
- Demonstrated experience in the delivery of person-centred services to clients, including customer services skills.
- Ability to use sound judgement and respond appropriately in complex work environments
- Demonstrated ability to use client database and Microsoft Office packages (Word, Excel and Outlook etc.)
- Demonstrated experience in developing and maintaining quality control procedures and ability to adapt these skills to existing Vinnies Services policies and procedures.
- Excellent communication skills, with the ability to communicate with internal and external stakeholders from a range of backgrounds, needs and experiences.

- High-level interpersonal skills, including the ability to work in a multifunctional team and to interact with a broad cross-section of people, as well as the ability to work independently.
- NDIS Worker Screening and the Certificate of completion for The NDIS Worker Orientation Module – Quality, Safety & You or willingness to obtain Certificate of completion.

## **Desirable criteria**

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Knowledge of the Disabilities Services Act 1986 and the National Standards for Disability Services.
- First Aid Certificate.