



POSITION DESCRIPTION – DES Employment Consultant (DHH)

Date:	May 2021
Position title:	DES Employment Consultant (Deaf & Hard of Hearing)
Location:	Brisbane and Gold Coast and other DCA locations as required
Department:	Sign for Work
Reports to:	DES Manager QLD
Direct reports:	None

Organisation purpose and 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 (DHoH). Our mission is to inspire and empower DHoH children and young people to reach their full potential. In achieving DCA's vital work, our organisation, staff and volunteers uphold the following values:

- Respectful
- Accountable
- Cooperative, and
- Committed to Service.

Position overview

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.

As a DES Employment Consultant (DHH) your role will be to assess the support needs of DES Participants who are deaf and hard of hearing and identify barriers to employment, providing a tailored approach to assist these DES Participants to achieve and maintain sustainable employment ensuring compliance with contractual requirements.

Sign for Work is a key business of DCA

Key working relationships

Internal Stakeholders	External Stakeholders
CEO, Executive Team	DES Participants and Key Family/Care Givers
DES Manager [VIC or QLD]	Department of Social Services (DSS)
DES Compliance and Training Manager	Centrelink - Services Australia
DES Post Placement Coordinator	Community Organisations including Community Health, Education and other service providers
DES Staff	Employers
Other DCA Staff and volunteers	Schools, tertiary institutions and other education and training providers

Key Result Area (KRA), Responsibilities and Key Performance Indicators (KPI)

Key Result Area	Responsibilities	KPI
1. Carry out duties of the role	<p>Provide pre-employment assistance, identifying Participant skills, abilities, vocational counselling, training gaps and strategies to increase capacity for employment</p> <p>Develop and maintain effective relationships with Participants through regular appointments</p> <p>Negotiate, develop and maintain up to date Job Plans with Participants</p> <p>Undertake reverse marketing of Participants to community employers, businesses</p> <p>Achieve sustainable job placement outcomes</p> <p>Provide initial Post Placement Support to Participants before hand-over to PPS team</p> <p>Build and maintain relationships with employers, community organisations and businesses</p> <p>Ensure DES service is delivered with high level customer service in accordance with contractual guidelines and DCA values</p> <p>Demonstrate high level personal integrity and professionalism at all times when representing Sign for Work/DCA</p>	<p>Delivers DES-ESS service requirements consistent with DSS guidelines, Sign for Work and DCA Policies and Procedures, and Disability Service Standards</p> <p>Job Plans in place and current</p> <p>Accurate and current Participant file, including file notes and program documents</p> <p>Accurate, compliant and timely documentary evidence for claims submitted within set timeframes</p> <p>Positive internal and external audit results</p> <p>Positive results from formal and informal feedback from DES participants, stakeholders and other customer satisfaction measures</p>

<p>2. Compliance with all funding contracts or terms of business</p>	<p>Adhere to DCA's ISO Quality Management System (QMS)</p> <p>Comply with all DCA policies and procedures</p> <p>Ensure compliance with all quality risk management policies and procedures for Sign for Work</p> <p>Ensure all complaints and incidents are dealt with in accordance with disability standards</p> <p>Promote a culture of continuous improvement within Sign for Work</p> <p>Keep up to date with legislation impacting DCA, our services and clients</p> <p>Report to regulatory and funding bodies as required</p> <p>Ensure DES-ESS service delivery is compliant with current DSS contractual requirements, DES Grant Agreement and Guidelines, Disability Service Standards</p> <p>Maintain accurate, compliant program paperwork and file notes on participant contact/activity</p> <p>Undertake required DSS system requirements and complete within contractual timelines</p>	<p>Ensures work practice adheres to DCA's QMS, policies and procedures</p> <p>Achieve required participant contacts, servicing and ESS data entry as mandated by contractual requirements and within set required timeframes</p> <p>Minimal outstanding alerts as identified in ESS</p> <p>Positive Sign for Work internal and external audit results</p> <p>Risks, complaints, and incidents are managed and reported in line with the Disability Standards and DCA Policies and Procedures</p>
<p>3. Program viability and accountability</p>	<p>Meet individual targets as per Business Unit Budget and Business Plan</p> <p>Ensure all available service fees, outcome claims and other invoices meet documentary evidence requirements under DES, and are submitted and claimed within required timeframes</p> <p>Manage assigned caseload applying effective time management and prioritising to meet business needs</p> <p>Maintain relevant internal reporting tools and databases within set time frames</p>	<p>Meets individual KPIs and positively contributes job placement and other team targets each quarter</p> <p>Time management methods utilised e.g. Outlook Calendar and alerts, other IT applications</p> <p>Required internal reporting tools are maintained</p> <p>All required reports are provided within set timeframes</p>
<p>4. Collaboration and organisational culture.</p>	<p>Work collaboratively as part of the DCA Team</p> <p>Maintain a staff culture of accountability, productivity, performance and continuous improvement</p> <p>Participation and attendance in staff training and development</p>	<p>Positive feedback on collaborative work practices from stakeholders</p> <p>Performance review feedback</p> <p>Minimum 80% attendance at meetings and training</p> <p>Attend and complete mandatory</p>

	<p>Participation and attendance at staff meetings</p> <p>Behaviour is always respectful to participants, parents, stakeholders, staff members and other service providers</p> <p>Conduct all participant appointments, employer and community interactions with professionalism and high-level customer service</p> <p>Demonstrate accountability in caseload management, contract requirements and claims management</p> <p>Flexibility and willingness to adjust to business and operational needs</p> <p>Commitment to personal and professional development including completing performance appraisals, supervision and training</p> <p>Work in conjunction with staff from other organisations within DCA's service delivery network to enable successful delivery of programs</p>	<p>training and assessment</p> <p>Behaviours and actions are consistent with DCA values</p>
5. Human resources	This role has no direct reports	Staff satisfaction survey results
6. Other duties	Other duties consistent with the role as directed	As determined by management

Key Selection Criteria

Qualifications (<i>formal, recognised qualifications/professional memberships</i>)
Community Service qualifications and/or relevant experience within the Community sector, providing advocacy support and casework experience
Critical Competencies & Experience (<i>skills, attitudes and abilities critical to successful performance</i>)
<p>Demonstrated experience delivering DES-ESS or DES-DMS programmes (preferred, not essential)</p> <p>Proven ability working to targets and KPI's</p> <p>Strong time management and organisational skills with an ability to meet all reporting obligations within set timeframes</p> <p>High level communication, interpersonal and negotiation skills</p> <p>Proven ability to build and maintain relationships with internal and external customers and stakeholders</p> <p>Demonstrated flexibility and adaptability to work within a changing environment</p>

<p>Proficient skill level in use of Microsoft Office suite, including database development</p> <p>Sound values that reflect the organisation's mission and vision</p> <p>Demonstrated physical capability to perform job requirements</p>
<p>Knowledge <i>(include area and level/significance of experience required)</i></p>
<p>Strong Knowledge of DES service delivery, contract and guidelines (essential)</p> <p>Auslan fluency or commitment to learn (desirable)</p> <p>Sound understanding of disability, community services and development activities (desirable)</p> <p>Sound working knowledge of relevant industry awards and industrial legislation</p>
<p>Employee Code of Conduct</p>
<p>Comply with the requirements of the DCA Employee Code of Conduct</p>
<p>DCA Values</p>
<p>Contribute to the maintenance of a positive working environment and team culture</p> <p>Positive contribution to team meetings and team interactions</p> <p>Behaviours and actions are consistent to DCA Values– respectful, accountable, cooperative and committed to service</p>
<p>Health and Safety</p>
<p>You are required, while at work, to take reasonable care of your own health and safety and the health and safety of anyone else who may be affected by your actions</p> <p>It is your responsibility to follow reasonable instructions and follow DCA's WHS policies and procedures</p> <p>You are required to cooperate on any action taken by the employer to comply with any requirements imposed by the Work Health and Safety Act 2011 or associated regulations</p> <p>You are required to undertake any training provided to protect your health and safety whilst at work</p> <p>You are required to report any health and safety hazards, incidents or near misses using the Incident Reporting System</p> <p>If you have been assigned or elected to additional WHS duties you will receive the appropriate training to enable you to perform your duties and advise other employees on WHS matters</p>
<p>Other Requirements</p>
<p>Blue Card with Yellow Card Exemption or Working With Children Check (as applicable)</p> <p>NDIS Worker Screening inclusive of a satisfactory Police check or International Police Check</p> <p>A current Driver's Licence</p>

I have read and understand the contents of this position description.

I understand that these tasks will form the basis of my employment.

I understand that at times I may be directed to undertake other tasks that are not documented within the position description.

I confirm receipt of this Position Description.

Acceptance of Position Description

Employee Name _____

Employee Signature _____ **Date** _____