

POSITION DESCRIPTION – Auslan Tutor

| | |
|-----------------|--|
| Date: | February 2021 |
| Position title: | Auslan Tutor (Casual) |
| Location: | Melbourne based, online delivery and other DCA locations as required |
| Department: | DCA NDIS Services |
| Reports to: | Auslan Coordinator |
| 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

This role involves providing individualised Auslan tuition to support, develop and enhance Auslan language skills at all levels to deaf and hard of hearing people and their families. Auslan tuition can be delivered in a variety of community and home-based situations, both one-to-one, family and group settings. The role may include teaching Auslan language skills to people from varied language and cultural backgrounds, as well as teaching in various workplace settings to co-workers where people who are deaf and hard of hearing are employed. In addition to session delivery during business hours, Auslan Tutors must be prepared to deliver tuition after hours and during weekends as negotiated.

Key working relationships

| Internal Stakeholders | External Stakeholders |
|--|---|
| CEO and Executive Team | NDIS Participants, their families/carers |
| NDIS Manager | Schools and Tertiary Institutions |
| NDIS Training and Compliance Coordinator | Community Organisations and businesses |
| Auslan Coordinator | NDIS Support Coordinators |
| Auslan Tutoring Team | National Disability Insurance Agency (NDIA) |
| Other DCA Staff and Volunteers | |

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

| Key Result Area | Responsibilities | KPI |
|---|---|---|
| <p>1. Carry out duties of the role</p> | <p>Under supervision, conduct language assessment of new participants to ensure an accurate understanding and evaluation of learning needs and circumstances.</p> <p>Work collaboratively with each participant or group of participants to develop training plans, organise and use resources relevant to learning needs and circumstances.</p> <p>Provide high quality tutoring in Auslan to participants in a range of settings including: one-to-one and/or group settings, in the home or on-site, face-to-face or online.</p> <p>Monitor, review and assess participant progress over time, seeking feedback and ensuring work is delivered according to DCA standards and expectations, and value for money.</p> <p>Liaise and work with other formal and informal supports as required e.g. teachers, parents and families, external service providers.</p> <p>Provide information and support to participants, families and other stakeholders to foster communication skills, deaf awareness and the environment surrounding deaf and hard of hearing participants</p> <p>Develop trusting, collaborative, professional and positive relationships with participants, their families, informal supports, other service providers and stakeholders</p> | <p>Language assessment completed and delivery plan negotiated, meeting DCA standards and expectations</p> <p>Auslan Tuition, including tailored session plans, delivered with high level customer service meeting DCA standards and expectations</p> <p>Reports submitted as required to evidence participant progress</p> <p>Positive results from formal and informal feedback from 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 DCA NDIS Services</p> | <p>Accurate file notes, reports, dates and hours of service delivery are promptly entered into DCA's Client Management System</p> <p>Participant information, records and communications are</p> |

| | | |
|---|---|--|
| | <p>Ensure all complaints and incidents are dealt with in accordance with disability standards</p> <p>Promote a culture of continuous improvement within DCA NDIS Services</p> <p>Keep up to date with legislation impacting DCA, our services and participants</p> <p>Ensure accurate and professional recording of session delivery is completed in a timely manner in accordance with NDIS and DCA requirements</p> <p>Ensure all participant information, records and communications are protected and maintained in accordance with DCA policies and Privacy legislation</p> <p>Use and maintain relevant databases and client management systems</p> | <p>controlled in line with DCA policies and legislation</p> <p>Conducts work practice compliant with NDIS policies and guidelines, and DCA's Quality Management System (QMS)</p> <p>Complaints and incidents are managed and reported in line with disability standards and DCA policies and procedures</p> <p>Participates in activities supporting continuous quality improvement</p> |
| 3. Program viability and accountability | <p>Ensure Auslan Tuition session delivery is conducted in line with NDIS funding and DCA's Auslan Business Unit requirements</p> <p>Other key measures as determined by DCA, NDIS or other key stakeholders</p> | <p>Session delivery and admin is conducted within the two hour service delivery period unless otherwise determined by Auslan Coordinator</p> <p>All required documentation related to session delivery conducted within DCA's fortnightly pay periods is entered into Supportability by deadlines as determined by fortnightly Payroll and end-of-month timeframes</p> <p>Participates in business development activities</p> <p>All required reports are provided within set timeframes</p> |
| 4. Collaboration and organisational culture. | <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>Participation and attendance at staff</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>Attended and completed mandatory training and</p> |

| | | |
|---------------------------|--|-------------|
| | meetings Behaviour is always respectful to participants, parents, stakeholders, staff members and other service providers | development |
| 5. Human resources | N/A | N/A |
| 6. Other duties | N/A | N/A |

Key Selection Criteria

| |
|---|
| Qualifications (<i>formal, recognised qualifications/professional memberships</i>) |
| Diploma of Auslan (desirable) Experience in Teaching/Tutoring Auslan (desirable) |
| Critical Competencies & Experience (<i>skills, attitudes and abilities critical to successful performance</i>) |
| Fluency in Australian Sign Language - Auslan (essential) Highly developed written communication and interpersonal skills Demonstrated ability to assess participant needs, develop, monitor, review and implement relevant programs and to measure participant performance against agreed objectives Excellent customer service skills with commitment to ensuring a positive, professional customer experience Strong capacity to work autonomously Strong time management and organisational skills with ability to plan work effectively while demonstrating flexibility to meet individual needs Capacity to facilitate and engage in group service delivery, including workshops and presentations Proven experience in record keeping including an ability to maintain confidential information and maintain program paperwork Ability to act as a Deaf role model for participants and their families Sound values that reflect DCA's mission and vision Current driver's licence and ability to utilise own vehicle Demonstrated physical capability to perform job requirements |

| |
|--|
| Knowledge (include area and level/significance of experience required) |
| <p>Strong understanding, knowledge and experience of the Deaf community and culture</p> <p>Competent use of video conferencing platforms e.g. Skype, Zoom, MS Teams</p> <p>Competent user of Microsoft Word, Excel, Outlook and databases</p> |
| Employee Code of Conduct |
| <p>Comply with the requirements of the DCA Employee Code of Conduct</p> |
| DCA Values |
| <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> |
| Health and Safety |
| <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> |
| Other Requirements |
| <p>A current Working with Children Check</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** _____