

Position Description




Position Title: Access Services Educator

Position Purpose

The position is responsible for delivering training, community activity workshops, Communication Access assessments and leading focus groups within Scope's Access Services: Disability Awareness, Communication Access, and Accessible Information.

Access Services work is conducted using a co-design and co-facilitation model, alongside people with lived experience with disability. It involves effective and timely preparation and presentation of materials for target audiences, including for schools and corporate and community organisations and Scope group staff.

Division:	Communication and Inclusion Resource Centre	Reports to:	Disability Awareness Coordinator
		Direct Reports:	None
Internal Relationships:	CIRC Access Services, Community Inclusion, Learning and Engagement	External Relationships:	External customers; including Primary and Secondary Schools and Corporate/ Community Organisations
Delegation of Authority	Level 5	Category	Operational
Employment Contract	Permanent Part-time (0.8 FTE)	Award	Non-Award

Scope's Mission	Scope's mission is to enable each person we support to live as an empowered and equal citizen.			
Scope's Vision	Scope will inspire and lead change to deliver best practice. We will: <ul style="list-style-type: none"> • support and listen to each person and their family. • provide leadership to influence strategy and policy. • deliver person driven, flexible & responsive services to build a sustainable future. • build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research. • deliver better outcomes. 			
Scope Approach	 See the person	 Do it together	 Do it right	 Do it better
	We listen to understand We see the potential We recognise how you do things and what you achieve We take personal responsibility We build excellent relationships with our customers and customers We understand the balance between risks and rights	We lead in line with Scope's approach We work together to achieve shared goals We build ethical and sustainable partnerships We support each other We communicate early and honestly We share responsibility for safety	We use systems and processes in our work We deliver quality outcomes safely and on time We understand risks and opportunities We are a financially sustainable organisation We own the consequences of our actions We take pride in the delivery of our Mission	We develop creative solutions We review and continually improve We understand what is working and what is not We seek and respond to feedback We build capacity in all that we do We are a leader in safety

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Key Functions	Key Accountabilities, Responsibilities and Deliverables
Service Provision	<p>Responsible for contributing to the development, planning, and execution of a range of projects and activities across the Access Services (Disability Awareness, Communication Access, and Accessible Information), including:</p> <ul style="list-style-type: none"> • Training and Deliverables: <ul style="list-style-type: none"> ○ Independently and co-facilitate Disability Awareness, Communication Access and/or Accessible Information training workshops to schools, corporate, community and Scope staff groups, as per customer requirements ○ Demonstrate use of communication tools within a training situation, as required ○ Customise training materials across Access Services lines, as required ○ Co-facilitate focus groups with corporate and community customers ○ Execute elements of the Communication Access journey, including writing scenarios, supporting communication access assessments, completing assessment reports, consumer testing ○ Execute elements of the Accessible Information service, including supporting consumer testing of Easy English and Plain Language written document translations ○ Facilitate Community Activities as part of the school programs ○ Contribute to the ongoing development of Access Service products and services ○ Contribute to national projects as required ○ Travel to training locations to meet business requirements, including throughout Metropolitan Melbourne, Regional Victoria, and Interstate, as required • Customer Relationships / Account Management: <ul style="list-style-type: none"> ○ Maintain a customer portfolio ○ Recognise and respond to opportunities to grow customer relationships ○ Contribute to growing CIRC's customer-base • Reporting and Administration: <ul style="list-style-type: none"> ○ Timely submission of monthly reports ○ Timely maintenance of Customer Relationship Management (CRM) database entries ○ Timely provision of customer and participant feedback to relevant internal and external stakeholders
Financial Outcome	<ul style="list-style-type: none"> • Provide services in a way that are financially sustainable and meet Scope's organisational requirements • Timely completion of invoice reports to internal stakeholders
Growth Delivery	<ul style="list-style-type: none"> • Actively contribute to the business development opportunities in the Schools, Corporate and Community organisation environments • Seek out new opportunities to expand and promote CIRC Access Services through the National Expansion Rollout
People	<ul style="list-style-type: none"> • Mentor and support co-facilitators with a lived experience of disability in the CIRC Access Services Teams • Demonstrate a commitment to working in a professional environment and acting as a positive representative of Scope • Ability to work as part of a team and autonomously as required • Demonstrate a motivated, outgoing, and positive attitude towards colleagues and the general public

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Workplace Health and Safety	<ul style="list-style-type: none"> Responsible for ensuring that Scope complies with its legal requirements and strives for best practice in the provision of a safe workplace for all.
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Selection Criteria

Access Services Educator

Qualifications & Knowledge/ Experience	<p>Essential:</p> <ul style="list-style-type: none"> Experience in the delivery of education and training programs, public speaking, facilitating groups or conducting clinics within schools and/or adult learning environments Knowledge of common challenges experienced by people who live with a variety of disabilities <p>Desirable:</p> <ul style="list-style-type: none"> Certificate IV in Workplace Training and Assessment (TAE40116) Teaching/Training or Allied Health background Experience working with people with disabilities and complex communication needs
Technical Competencies	<ul style="list-style-type: none"> Well-developed oral and written communication skills Ability to manage a challenging workload with effective time-management and organisational skills Proficiency with Microsoft Word, PowerPoint, Excel, Outlook, and Teams Proficiency with Zoom, Salesforce (desired)
Behavioural Competencies	<ul style="list-style-type: none"> Ability to prioritise and delegate work tasks, and provide and respond to constructive feedback A willingness to learn new skills and to share existing skills Demonstrate flexibility and initiative in work A demonstrated interest in working with people with a disability Ability to embrace new initiatives, respond to change and implement innovative solutions
Licenses & Accreditations	<ul style="list-style-type: none"> NDIS Worker Screening Check Working with Children's Check (or Victorian Institute of Teaching Full Registration) Must satisfy all visa requirements for working in Australia Driver's license

Authorisation:

This Position Description has been reviewed and approved by the General Manager, CIRC, Denise West and is effective from 05/05/2022

People and Culture Authorisation

Job Evaluation Completed: _____ Position Created: _____ Organisation Hierarchy Amended: _____