

# Position Description

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Position Title: Communication Resource Designer			
<b>Position Purpose</b> This position within Scope's Communication & Inclusion Resource Centre (CIRC) supports the development and production of communication aids, resources, and marketing materials; and assists others to make resources through the provision of products, training and information.			
<b>Division:</b>	Communication & Inclusion Resource Centre (CIRC)	<b>Reports to</b>	National Business Support Manager (CIRC)
		<b>Direct Reports:</b>	None
<b>Internal Relationships:</b>	National Business Support Manager, CIRC Support Team, CIRC Leadership team, all CIRC services.	<b>External Relationships</b>	Customers Disability networks Community Members Service Providers
<b>Delegation of Authority</b>	Level 6	<b>Category</b>	Administration
<b>Employment Contract</b>	Part time	<b>Award</b>	Above award

<b>Scope's Mission</b>	Scope's mission is to enable each person we support to live as an empowered and equal citizen.		
<b>Scope's Vision</b>	Scope will inspire and lead change to deliver best practice. We will: <ul style="list-style-type: none"> <li>• support and listen to each person and their family.</li> <li>• provide leadership to influence strategy and policy.</li> <li>• deliver person driven, flexible &amp; responsive services to build a sustainable future.</li> <li>• build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research.</li> </ul> We will deliver better outcomes.		
<b>Scope Approach</b>	<div> <div> <b>See the person:</b>  <p>               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             </p> </div> <div> <b>Do it right:</b>  <p>               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             </p> </div> </div> <div> <div> <b>Do it together:</b>  <p>               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             </p> </div> <div> <b>Do it better:</b>  <p>               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             </p> </div> </div>		

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Key Function	Key Accountabilities, Responsibilities and Deliverables
Service Provision	<ul style="list-style-type: none"> <li>• Design communication tools and resources through selection of appropriate images, designing layout and formatting including using software such as Boardmaker and Adobe Suite</li> <li>• Create web-ready, print-ready documents and text-only documents</li> <li>• Contribute to the development of new images, communication products, and resources</li> <li>• Design marketing collateral in line with the organisational style guide</li> <li>• Edit images with Adobe Photoshop and Boardmaker</li> <li>• Manufacture quality communication aids using an appropriate resources and equipment (e.g. guillotine, laminator, binder, etc.)</li> <li>• Provide support to the Communication &amp; Inclusion Resource Centre team with formatting of internal documents and other resources</li> <li>• Utilise a range of Multimedia skills e.g. photography, video editing as required</li> <li>• Administration of social media platforms as required</li> <li>• Collect and record customer data as required</li> <li>• Respond to phone and email enquiries in a timely manner</li> <li>• Attend relevant meetings</li> <li>• Assist with other general administration duties as required</li> </ul>
Financial Outcome	<ul style="list-style-type: none"> <li>• Consideration of budget when ordering goods and engaging services with suppliers</li> <li>• Record time spent on tasks to ensure accurate costings of products and services</li> <li>• Meet workload productivity targets to ensure efficient service provision within cost margins</li> </ul>
Growth Delivery	<ul style="list-style-type: none"> <li>• Identify opportunities for new products and services as part of a team approach to service growth</li> <li>• Contribute to the development of new resources and products</li> <li>• Provide consultancy, advice and information to staff and customers in the design and production of communication aids, accessible information, Key Word Sign resources, marketing and promotional materials</li> </ul>
Supervision and Accountability	<ul style="list-style-type: none"> <li>• This position provides day-to-day autonomy with regular supervision where outcomes are clearly monitored and support is available</li> <li>• The incumbent has the authority to decide on day to day work related issues within the 'Service Provision' and 'General Responsibilities' of their role.</li> <li>• The role includes tangible design and/or production targets and reporting expectations for goal orientated success measures</li> <li>• Any issues falling outside these areas are to be referred to the</li> </ul>

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	National Business Support Manager
People Leadership	<ul style="list-style-type: none"> <li>Not applicable</li> </ul>
Workplace Health and Safety	<ul style="list-style-type: none"> <li>Responsible for ensuring that Scope complies with its legal requirements and strives for best practice in the provision of a safe workplace for all.</li> </ul>
<b>Selection Criteria</b>	<b>Communication Resource Designer</b>
Qualifications & Knowledge/ Experience	<ul style="list-style-type: none"> <li>Minimum 2 years of demonstrated experience in a similar role, preferably in the not-for-profit sector.</li> <li>Relevant Certificate/Diploma in Multimedia or Allied Health Assistant (advantageous but not essential)</li> <li>Experience working with or supporting people with a disability (desirable)</li> </ul>
Technical Competencies	<ul style="list-style-type: none"> <li>High level of experience with Adobe Creative Suite software (desirable)</li> <li>High level of experience with any version of Boardmaker software (desirable)</li> <li>Multimedia Skills</li> <li>High level knowledge of MS Office software suite</li> </ul>
Behavioural Competencies	<ul style="list-style-type: none"> <li>Positive decision maker and solution focused mindset</li> <li>Proven ability to be self-directed and interested in new technologies</li> <li>Ability to organise and prioritise workloads and meet agreed timelines</li> <li>Commitment to develop communication materials which assist people to participate effectively in their community</li> <li>Willingness to learn new skills and mentor colleagues</li> <li>Excellent communication skills demonstrated by the ability to interact and negotiate with a wide range of stakeholders</li> <li>Ability to work effectively and positively as part of a large team</li> </ul>
Licenses & Accreditations	<ul style="list-style-type: none"> <li>Cleared NDIS worker screening check</li> <li>Working with Children's Check – Occupation work code 40 - counselling or other support services for children.</li> <li>International Police checks are required from any new employee to Scope if they have lived in the one overseas country for a period of 12 months or more, over the past 10 years. Employees cannot commence work until they provide this. See below for details: <a href="http://www.immi.gov.au/allforms/character-requirements/character-penal.pdf">http://www.immi.gov.au/allforms/character-requirements/character-penal.pdf</a></li> <li>Must satisfy all visa requirements for working in Australia.</li> <li>Victorian driver's license.</li> </ul>

## Authorisation:

This Position Description has been reviewed and approved by the General Manager CIRC National Services and is effective from the 22/09/2021.

## People and Culture Authorisation

Job Evaluation Completed: \_\_\_\_\_

# Position Description

## *Form*



Position Created: \_\_\_\_\_

Organisation Hierarchy Amended: \_\_\_\_\_