



Deafblind Communication Guide

Apply to join the Able Australia
team today!



About the role

Deafblind Communication Guides provide direct one to one support to deafblind clients in a way that is tailored to meet their individual needs and goals, in their chosen communication method. Support is provided within the context of their community of friends, family and neighbourhood. It is also delivered within a team approach, allowing for opportunities for reflective practice and a more flexible service response.

Staff employ a flexible, individualised approach, working in consultation with participants to assess needs and develop a range of goals. This position may require some out of business hours and weekend support for participants.

Position Title	Deafblind Communication Guide
Reports to	Deafblind Services Manager
Employment	Part time / Ongoing
Classification	Victorian Collective Agreement 2006-2009
Work Location	Various locations
Updated	March 2024



Benefits of joining Able Australia, as a Deafblind Communication Guide

1



Join a team that is client focused and extremely passionate about supporting the Deafblind community

2



Access to our Deafblind Centre of Excellence with resources from World Leaders in the Deafblind space

3



Ongoing training and professional development to enhance your knowledge and skills, including specific Communication Guide training

4



Warm, caring and genuinely supportive team environment including a 24/7 Employee Assistance Program

5



Attractive Salary packaging benefits, to potentially pay less tax and have more money to spend

6



Opportunity to attend our monthly Recreational Days where you can support your client and work with the wider Deafblind team

Primary duties and responsibilities

Capability Requirements	Key Performance Measures
<p>Person centred knowledge and application</p> <p>Provide direct one to one support to deafblind clients in a way that is tailored to meet their individual needs and goals, in their chosen communication method</p>	<ul style="list-style-type: none"> • Act as the client's eyes and ears, including facilitating conversations and being a link to their environment • Communicate with the client in their chosen method, this can include variations of Auslan and Haptics • Support clients in attaining their personal goals, including skill development, social and recreational activities, and the delivery of individualised disability services. These services may involve components of person-centred active support plans, health care plans, mental health care plans and positive behaviour support plans • Encourage clients to gain skills to be able to self-advocate • Ensure privacy and personal choices are respected at all times • Ensure a person-centred active support approach to all areas of daily living of the people we support including their active engagement in the planning of all activities • Provide support within the Positive Behaviour Support framework when people we support display behaviours of concern. • Maintain Auslan communication skills and stay up to date and current with Auslan trends and changes to support participant communication.
<p>Community engagement</p> <p>Actively engage the clients in their surroundings</p>	<ul style="list-style-type: none"> • Initiating and maintaining a professional standard of communication with a broad range of individuals to ensure participant needs are met. These could include, but are not limited to, other Able Australia staff, family members, other service providers, advocates, medical and allied health professionals, clients, the wider community and significant others • Encourage clients to maintain and/or create relationships with their family and friends and to be involved in valued roles in the community • Develop positive working relationships with local community agencies and organisations in the delivery of deafblind services via networking • Assist deafblind people through the provision of information and, where appropriate, refer them to appropriate local support • Implementation of strategies that encourage deafblind people and their families to make full use of resources and services available within the community • Participate in training sessions on specific deafblind issues, as directed by your manager • Support clients with their chosen transport needs, including travelling via public transport and driving clients in your car • Participate in Able Australia's monthly Recreational Days and Deafblind Camps, as appropriate • Participate in required supervision with your manager • Provide peer to peer support, as required.
<p>Legislation and administration</p> <p>Adhere to relevant funding bodies connected to the client</p>	<ul style="list-style-type: none"> • Maintain confidential operational records including plans for the people we support and personal profiles • Complete client case notes following every shift, in line with Able Australia's process • Adhere to relevant funding bodies connected to the clients fund. Including but not limited to: NDIS, Aged Care and DSOA.

Primary duties and responsibilities continued

Key Area	Responsibilities
Risks and Workplace Health & Safety	<ul style="list-style-type: none"> • Take reasonable care of their own health and safety • Take reasonable care for the health and safety of others who may be affected by their acts or omissions • Demonstrate an understanding of and commitment to Workplace Health and Safety policy and procedures • Understand and adhere to emergency policies and procedures • Demonstrate behaviours which reflect your commitment to the Able Health and Safety Management System • Cooperate with instruction from Able to meet WHS requirements • Must not intentionally or recklessly interfere with or misuse anything provided at the workplace for OH&S performance indicators • Identifies potential risks and hazards in the working environment and responds to them appropriately • Reports all emergencies, hazards, incidents and near misses within defined timelines and following correct processes using the relevant reporting systems.
Quality & Continuous Improvement	<ul style="list-style-type: none"> • Compliance with organisational policies, procedures and relevant work instructions • Promotes a culture of continuous improvement as an integral part of core practice • Completes all necessary training within defined timeframes • Identifies appropriate opportunities for professional development and seeks authorisation to participate • Attends and participates in planned development activities • Actively participates in supervision and performance development • Attend prearranged dates scheduled for organisational wide training and on-line induction and be actively involved in performance development with the relevant Manager
Diversity & Equity	<ul style="list-style-type: none"> • Demonstrates an understanding of and commitment to legislation and Able Australia policy and procedure in relation to workplace equity and diversity • Treats all colleagues and clients with dignity and respect • Contributes to ensuring that the workplace is free from bullying and harassment • Ensures own practice prevents and eliminates unlawful discrimination
Organisational expectations and directives	<ul style="list-style-type: none"> • Familiarise and adhere to Able Australia's Policies and Procedures, including Code of Conduct, policies and guidelines including Work Health and Safety obligations • Demonstrate dedication and commitment to work in accordance with Able Australia's values and behaviours • Develops and maintains positive working relationships with colleagues and clients • Works collaboratively to achieve shared goals and targets • Represents Able in a positive and professional manner • Undertakes other duties commensurate with the position as reasonably directed • All duties to be approached and undertaken with eagerness and a positive attitude • Personal work practices promote teamwork and unify and encourage positive staff morale



Key selection criteria

- Auslan skills are mandatory including Auslan as first language or studying towards – (if studying we require a completed Cert IV of Auslan or a Diploma of Auslan as a minimum)
- Knowledge of deafblind culture and deafblind communication techniques
- Knowledge of person-centred active support and principles
- Available to be rostered for flexible hours/shifts, with a minimum of 2 business days a week
- Demonstrated ability to work within a team and independently, under minimal supervision
- Intermediate computer skills (ie: using Microsoft Outlook, documentation in a client management tool/CRM)
- Excellent interpersonal and communication skills including an ability to write clear client case notes
- Record of a NDIS Workers Screening Check or a willingness to obtain one
- Access to own vehicle and mobile phone

Desirable:

- Experience working in the Disability and/or Age Care sector

Screening Criteria

- Right to Work in Australia
- NDIS Workers Screening Check
- A current First Aid and CPR Certificate
- Current Australian Driver's License
- Comprehensive car insurance
- Able Australia's vehicle Safety Check assessment
- Able Australia's Auslan assessment



About Able Australia

Able Australia is a leading provider of disability services, and community supports.

Established over 50 years ago, Able Australia is a not-for-profit organisation that provides personalised support for our clients through Day Services, Deafblind Services, Supported Independent Living, Specialist Disability Accommodation, Allied Health and Positive Behaviour Support Services, Community Support and Transport Services for seniors.

Able has grown from providing support to the deafblind community into an innovative and diverse organisation with varied services offerings. Able's mission is to build on our heritage and support our clients to reach their potential. Our passionate and dedicated staff and volunteers proudly support our clients, guided by our values of trust, respect, excellence and kindness.





Required Performance

This position description broadly outlines the requirements of the role. All Able Australia positions must also demonstrate an understanding and adherence to all relevant Able Australia policies and procedures and must successfully complete Able Australia's pre-employment online training program. All Able Australia staff also require a specific performance agreement – a set of key result area (KRA) related performance goals, but grounded on site specific/local needs, with measures for a specific period (typically 12 months). Progress of that agreement is reviewed regularly with the employee's manager.

I, _____ have read, understood and agree to comply with this position description.

Signature: _____

Date: _____



People and Culture

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