

# Position Description

## Form



Position Title: <b>Communication Access Consultant</b>			
<b>Position Purpose</b> This position will support the delivery of the Communication and Inclusion Resource Centre's Access Services Nationally.			
<b>Division:</b>	Communication and Inclusion Resource Centre (CIRC)	<b>Reports to</b>	Communication Access Coordinator CIRC
		<b>Direct Reports:</b>	None
<b>Internal Relationships:</b>	Communication and Inclusion Resource Centre Staff Scope's Operations Employees with a lived experience of disability	<b>External Relationships</b>	Corporate and Community Customers Professional peak bodies/disability networks Consumers with a lived experience of disability
<b>Delegation of Authority</b>	Level 6	<b>Category</b>	Operations
<b>Employment Contract</b>	Full time – Fixed term contract (part time considered)	<b>Award</b>	Non-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>	<p>Scope will inspire and lead change to deliver best practice. We will:</p> <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> <li>• We will deliver better outcomes.</li> </ul>		
<b>Scope Approach</b>	<p><b>See the person:</b> </p> <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>	<p><b>Do it right:</b> </p> <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>	<p><b>Do it together:</b> </p> <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>
		<p><b>Do it better:</b> </p> <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>	

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Key Function	Key Accountabilities, Responsibilities and Deliverables
Operational Performance	<ul style="list-style-type: none"> <li>• Oversee and deliver multiple concurrent contracts and specific projects within agreed time lines, according to set deliverables and budget</li> <li>• Effectively engage with internal and external stakeholders</li> <li>• Provide quality training to corporate and community customers</li> <li>• Deliver our products and services meeting quality service standards</li> <li>• Work effectively with our employees with lived experience people with communication disabilities who are communication access assessors, educators and consumer testers</li> <li>• Fulfil all administrative requirements such as data collection, record keeping and reporting on time</li> <li>• Represent Scope at forums, seminars and conferences</li> <li>• Provide advice to stakeholders</li> <li>• Develop and/or contribute to quotes/invoices as appropriate</li> <li>• Effectively and independently manage all components of project management of concurrently running projects</li> <li>• Contribute to quality improvements within service delivery including development of business rules and processes</li> </ul>
Financial Outcome	<ul style="list-style-type: none"> <li>• Deliver services within budget</li> <li>• Delivering quality services to partners in adherence to the quoted amount/hours allocated</li> <li>• Complete billing (internal and external) administration with accuracy and on time</li> </ul>
Growth Delivery	<ul style="list-style-type: none"> <li>• Identify opportunities for growth of current, new and/or expanded services across Communication &amp; Inclusion Resource Centre</li> </ul>
People	<ul style="list-style-type: none"> <li>• Work collaboratively within Scope's Access Services team</li> <li>• Actively participate in meetings, reviews and committees as required whilst seeking guidance and feedback from others for work performed</li> <li>• Contribute to a team culture of success</li> <li>• Independently manage relationships with multiple new and ongoing contacts</li> <li>• Effectively communicate with internal and external stakeholders</li> <li>• Responsible for championing a culture of continuous improvement that supports Scope's organisational culture and change program</li> <li>• Adhere to Scope's policies and procedures towards customers and employees</li> <li>• Actively share knowledge, skills, learnings to support staff development</li> </ul>
Workplace Health and Safety	<ul style="list-style-type: none"> <li>• Responsible for complying with Scope's legal requirements and strives for best practice in the provision of a safe workplace for all</li> </ul>

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	<ul style="list-style-type: none"> <li>Work within Scope's policies and procedures to promote a safe working environment of the organisation particularly those promoting a safe working environment (including OH&amp;S and COVID-SAFE procedures)</li> </ul>
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SELECTION CRITERIA	
Qualifications & Knowledge/ Experience	<ul style="list-style-type: none"> <li>Current or previous experience in project coordination and stakeholder engagement</li> <li>A relevant qualification and/or industry experience in, government, disability, education, human services or related sectors</li> <li>An understanding and sensitivity to the rights and dignity of people with disabilities inline with relevant legislation</li> <li>A demonstrated ability to write concise reports targeted for specific purposes/audiences</li> <li>A demonstrated ability or willingness to provide training to a range of communication partners using a range of service delivery methods</li> <li>Knowledge and commitment to the UN convention of Human Rights</li> <li>A commitment to develop accessible and inclusive communities</li> <li>Knowledge of project management systems (desirable)</li> <li>Knowledge in augmentative and alternative communication and multi-modal communication (desirable)</li> <li>Experience conducting or contributing to research in a team (desirable)</li> </ul>
Technical Competencies	<ul style="list-style-type: none"> <li>Experience in the effective presentation of information to a range of audiences in a variety of formats</li> <li>Experience in delivering services remotely</li> <li>Demonstrated ability to deliver services within budget</li> <li>Experience coordinating small and large projects</li> <li>Excellent administrative, time management and organisational skills e.g. data collection, keeping statistics, filing etc</li> <li>Advanced computer literacy and information technology skills</li> <li>Experience working alongside and/or providing quality services to customers including people with a disability</li> <li>Experience establishing and facilitating focus groups with a range of participants (desired)</li> <li>Experience developing and/or implementing Disability Action Plans (desired)</li> <li>The ability to work with minimal supervision</li> <li>Excellent written and verbal/interpersonal communication skills demonstrated by the ability to interact and negotiate with a diverse range of stakeholders</li> </ul>
Behavioural Competencies	<ul style="list-style-type: none"> <li>A commitment to social justice and the active inclusion of people with a disability</li> <li>A high level of accountability and a willingness to work within designated systems and processes</li> <li>A focus on collaborative approaches and partnership building</li> <li>A strong focus on the customer</li> </ul>

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	<ul style="list-style-type: none"><li>• A commitment to, and an understanding of, the principles and practices of capacity development for the facilitation of inclusive communities for people with disabilities</li><li>• Demonstrated expertise in working effectively in a team and modelling positive attitudes to facilitate a positive team culture</li><li>• Proven ability to assume responsibility and be self directed and operate independently but also to take instruction and feedback positively</li><li>• Ability to work positively and creatively in a changing environment and to be solution focused</li></ul>
Licenses & Accreditations	<ul style="list-style-type: none"><li>• Cleared NDIS worker screening</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>• Working with Children's check (required for all direct support roles)</li><li>• Must satisfy all visa requirements for working in Australia.</li><li>• Drivers license (required for all roles where there is a requirement to travel to deliver services).</li><li>• </li></ul>