

Position Description

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Position title: Accessible Information Writer			
Position Purpose We are looking for someone who wants to make a difference by producing quality accessible written information for people with low English literacy across Australia.			
Division	Scope Access Services	Reports to	Accessible Information Coordinator
		Direct Reports	None
Internal Relationships	<ul style="list-style-type: none"> • Scope Access Services team. • admin and support team. • marketing team. • the broader Scope community. 	External Relationships	<ul style="list-style-type: none"> • customers (for example, state and federal government, corporate and not-for-profit customers). • service providers (for example, tagged PDF supplier, proofer, consumer testers – people with low literacy, research partners).
Delegation of Authority	Level 6	Category	Operational
Employment Contract	Fixed Term Contract	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.

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Scope approach	See the person:		Do it right:	
	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 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	
	Do it together:		Do it better:	
	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 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	

Key function	Key accountabilities, responsibilities and deliverables
Service provision	<p>You will be responsible for:</p> <ul style="list-style-type: none"> project management of everyday customer work from initial enquiry to delivery of final files translating complex written information into Easy English and plain language, in-line with our best-practice standards directing appropriate image selection for Easy English documents, including some image work developing written content for various mediums including website, brochures, training materials, reports, articles and grant applications providing information, advice and consultancy to internal and external customers updating and implementing processes to provide customers with a responsive and professional service managing external relationships with service providers (e.g. proofer, consumer testers and freelancers) conduct consumer testing sessions and provide support as required delivering training sessions (online and face-to-face), including potential interstate travel.
Financial outcomes	<p>You will be responsible for:</p> <ul style="list-style-type: none"> developing customer quotes, in consultation with the service coordinator adhering to set pricing guidelines, quoting procedures and hours allocated to each project completing administrative tasks as required.

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Growth delivery	You will: <ul style="list-style-type: none">• identify and implement new opportunities for growth• identify ways to make our services more cost effective• build relationships with stakeholders who align with our strategic direction.
People leadership	You will: <ul style="list-style-type: none">• be a strong advocate for the rights of people with low literacy, including people with intellectual disability.• communicate effectively with Scope staff and external stakeholders• insist on quality outcomes within set timeframes.
Workplace health and safety	You will: <ul style="list-style-type: none">• work in a safe manner that complies with Scope's current workplace and safety policies.

SELECTION CRITERIA	
Qualifications and experience	We are looking for someone with: <ul style="list-style-type: none">• tertiary qualifications in writing, editing or communications field• demonstrated experience in the production of quality communications that meet the needs of identified audiences• experience, or an interest in, delivering training• experience working or volunteering with people with disability
Technical competencies	We are looking for someone who: <ul style="list-style-type: none">• has excellent written and verbal communication skills• has demonstrated proficiency in MS Office programs and Adobe InDesign.
Behavioural competencies	We are looking for someone who: <ul style="list-style-type: none">• delivers a high standard of customer service• has a positive attitude and works well in a team environment• develops strong relationships with external stakeholders• has a passion to support the rights of people with disabilities• has excellent time-management skills• is driven to improve and grow the service• can work independently• has strong attention-to-detail• has a high level of accountability• embraces an ever-changing, fast-paced work environment.

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Licences and accreditations	<ul style="list-style-type: none">• Cleared Police Check for disability employment (this must be stated on the police check report) within the last twelve months.• International Police checks are required from any new employee 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: http://www.immi.gov.au/allforms/character-requirements/character-penal.pdf• Working with Children's check (required for all direct support roles).• Drivers licence (required for all roles where there is a requirement to travel to deliver services)
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Authorisation:

This position description has been reviewed and approved by the General Manager, North Division, Denise West, and is effective from:

People and Culture Authorisation

Job Evaluation Completed: _____

Position Created: _____

Organisation Hierarchy Amended: _____