

Customised Employment Scout (Employment Mentor)

What is Customised Employment (CE)?



Customised Employment is an evidence-based approach, endorsed by the United States Department of Labor and Industry. It has been implemented across the US and evidence demonstrates it is the most successful approach to assisting people with significant disability to participate in the labour force. This employment model is now being piloted within Australia. It is a process that puts the person with disability at the centre, considers their environment, interests, skills, and abilities then matches them with employers in their local area. The program has four distinct phases: the **discovery phase** identifies the person's interest and abilities and develops self-determination; the **job search planning phase** conducts an employment, business and cultural scan to find the best fit; the **job development and negotiation phase** focuses on developing relationships and person-centred employment opportunities in partnership with the employer and employee; and the **post-employment support phase** provides on-going post-employment supports and monitoring the employment relationship to ensure satisfaction of both the individual and the employer. Customised Employment focuses on identifying skills, building self-determination, enhancing motivation, and unlocking the potential of job seekers, filling employment gaps and helping people to integrate economically with society as active contributors and citizens.

Position Purpose

The Scope Board along with the Lord Mayors Charitable Fund has funded a new Customised Employment (CE) service line. It is envisaged that this new service, after an initial pilot phase, will attract external and internal funding to scale up. The Customised Employment scout position will encompass a range of responsibilities including service delivery of the Customised Employment model to a case load of jobseekers, developing and sustaining partnerships with employers and other key stakeholders, planning and implementing relevant supports to the job seeker and employer once job placement has occurred and supporting the University of Melbourne (UoM) Research component of the service. All staff in Scope's Customised Employment team will receive certified training from the Centre of Disability Employment Research and Practice College (CDERP) - *Customised Employment Professional @ course*.

Division:	Customised Employment	Reports to:	Practice Lead
		Direct Reports:	NIL
Internal Relationships:	Scope Research; OHS; Marketing and Communications	External Relationships:	People with disability and their Circle of Supports; Employers; UoM; CDERP; NDIA; Support Coordination teams
Delegation of Authority	Level 7	Category	Customised Employment
Employment Contract	Fixed term: 30 th June 2022	Award	SCHADS Level 3

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. • We will deliver better outcomes 	
Scope Approach	SEE THE PERSON: 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 clients and customers We understand the balance between risks and rights 	DO IT RIGHT: 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>DO IT TOGETHER:</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>DO IT BETTER:</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> 
Key Function	Key Accountabilities, Responsibilities & Deliverables
Service Provision	<p>Discovery Phase:</p> <ul style="list-style-type: none"> Through a series of interviews with each job seeker, define their ideal conditions of employment, learning characteristics, interests, preferences, contributions, task competence, and support needs. Observe jobseekers perform familiar and unfamiliar routines and activities in a variety of settings (in home, school, neighbourhood, and community), documenting with notes and pictures, information about their interests, performance, successful supporting strategies, and interactions with others. Interview job seekers' Circle of Supports, including family members and other identified significant people to gather additional information regarding the job seekers' interests, support needs and performance in various activities. Collate, integrate, and revise the information gathered to produce a personal profile with job seekers, including identified workplace contributions, skills, and vocations interests. <p>Job Search Planning:</p> <ul style="list-style-type: none"> Present and review the personal profile to jobseekers and obtain their feedback. Develop a plan for employment activities with job seekers, including a list of vocational interest areas, potential employers, and task lists. Develop a strength-based resume or portfolio that represents job seekers' skills and abilities for potential employer engagement. <p>Job Development and Negotiation:</p> <ul style="list-style-type: none"> Set up and conduct informational interviews with potential employers, to learn about their businesses, work culture, operations, current and future opportunities, and challenges facing each business. Using information gathered, determine the business needs of employers visited. Identify any social networks and develop social capital, strategically leveraging any relationships that matches job seekers' interests and strengths. Develop a formal or informal Customised Employment proposal with each job seeker that takes into consideration their contributions and the employer's business needs. Contact and conduct customised job development meetings with employers and job seekers to negotiate a customised job description, job supports and terms of employment, (e.g. hours of work, pay etc.). Explore and establish formal (e.g. NDIS) and informal support plans (e.g. within the business or job seekers' circle of supports) to ensure employees have adequate on-going support to continue meaningful employment. <p>Post-employment Supports:</p> <ul style="list-style-type: none"> Support problem-solving processes by coaching the employer and employee, while respecting the business culture, and organisational policies and procedures. Maintain close contact with both employer and employee during job training or placement to resolve issues, evaluate performance, work behaviours and production, Renegotiate, when required, with the employers regarding the employees' tasks, new responsibilities, career advancements, wage increases and evolving supports and reasonable adjustment requirements.

POSITION DESCRIPTION

	Other Responsibilities: <ul style="list-style-type: none"> Support and participate in Scope and University of Melbourne's research and development activities that are consistent with Scope's Customised Employment objectives. Responsible for gathering outcome measures from Customised Employment customers, using Scope's Measuring Impacts Scale Outcomes (MiSO) tool (training provided). Responsible for representing Scope at events, such as school careers expos, <i>Having a Say Conference</i> and associated Disability Service provider expos. Participate in departmental and team meetings as well as one-to-one supervision, as requested. Other duties as required.
Financial Outcome	<ul style="list-style-type: none"> Responsible for ensuring accurate written data entry, data collection, timely billing, reporting, and record keeping.
People Leadership	<ul style="list-style-type: none"> Responsible for maintaining and implementing organisational policies and procedures that position Scope as a leader in upholding human rights. Respect and develop professional relationships with the CE Manager, CE Practice Lead, Scope customers, their Circle of Supports, Scope employees and other related services/people, using appropriate terminology and working in a way that is central to the mission, values and culture of Scope.
Workplace Health and Safety	<ul style="list-style-type: none"> Responsible for ensuring Scope complies with its legal requirements and strives for best practice in the provision of a safe workplace for all.

Selection Criteria – Customised Employment Scout (Employment Mentor)

Qualifications & Knowledge/ Experience	<p><u>Essential:</u></p> <ul style="list-style-type: none"> Competency using computers and Microsoft programs. Ability to quickly understand and use computer-based data collection programs (with appropriate training). Full drivers' licence and vehicle (with appropriate insurance policy) COVID-19 Vaccination Digital Certification <p><u>Scope/CDERP provided after successful employment:</u></p> <ul style="list-style-type: none"> Current Level 1 First Aid Certificate and CPR. Customised Employment Professional © course and time-limited mentoring – CDERP College. Scope induction and NDIS compliance modules. <p><u>Desirable: (but not essential)</u></p> <ul style="list-style-type: none"> Experience in working with people with disability or have lived experience yourself. Knowledge of current disability service systems and the National Disability Insurance Scheme (NDIS). Knowledge of recruitment processes, self-employment, micro enterprise, resource acquisition strategies or business acumen. Knowledge of systematic instruction and support strategies that can assist a jobseeker with disability to be successful in meaningful employment opportunities.
Technical Competencies	<ul style="list-style-type: none"> Ability to communicate effectively with others and actively participate in building an inclusive environment for all. Demonstrate an excellent level of organisation, planning and time management skills. Skills in active listening and ability to support people with diverse communication systems. Excellent negotiation skills. Skills in determining how a system, business, or job should work to identify operational improvements as potential negotiating points for a customised position. Skills in interpreting how a jobseeker's complexities impact work skills, including identifying necessary formal and informal supports.
Behavioural Competencies	<ul style="list-style-type: none"> Believes that anyone can find and keep a job – zero exclusion. Person-centred focused. Takes initiative, is confident and optimistic (that is, focuses on the most positive aspects rather than on perceived difficulties or shortcomings). Ability to promote mutuality between jobseeker and employer.

POSITION DESCRIPTION

	<ul style="list-style-type: none">• Ability to cultivate and maintain collaborative working relationships.• Ability to establish employer networks with key mainstream services, organisations, and businesses.• Ability to be self-motivated and manage a non-linear workload with shifting priorities.• Ability to be innovative and creative during times of uncertainty and change.• Ability to work independently in the community and as part of a larger team to achieve outcomes.
Licences & Accreditations	<ul style="list-style-type: none">• Cleared NDIS Worker Screening check.• Working with Children's Check (required for all direct service roles).• Must satisfy all visa requirements for working in Australia.• Full Driver's license and vehicle (required for all roles where there is a requirement to travel to deliver services).

Authorisation:

This Position Description has been reviewed and approved by the General Manager Therapy and Service Development and is effective from 14th October 2021.