

# Employment Coach

## Success Profile

<b>Your division</b>	Service Delivery
<b>Your team</b>	Work
<b>You report to</b>	Site Manager

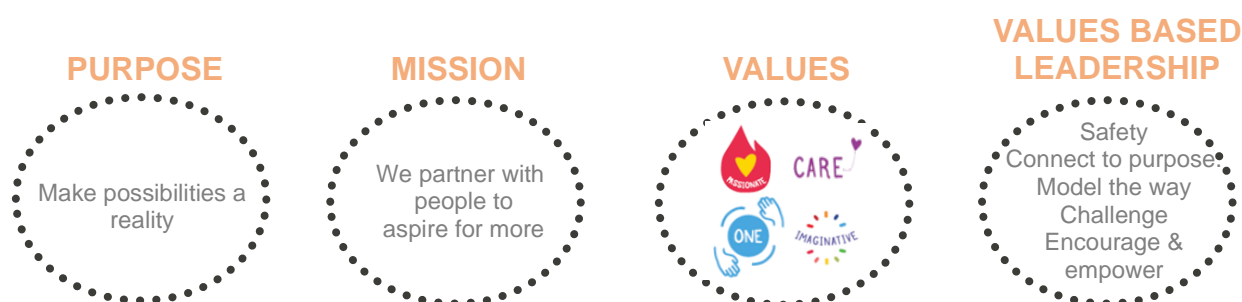
### PURPOSE OF YOUR ROLE

Endeavour Foundation Work services provide people with a disability employment opportunities to help them achieve personal employment goals aligned with their NDIS plan, skills and aspirations.

As an Employment Coach your purpose is to act as a champion of contemporary disability service provision and person centred practice for supported employees, in alignment with commercial outcomes and in partnership with site leadership. This is achieved by driving the attraction, induction and development of Supported Employees through customised workplace learning that matches people with a disability to work opportunities.

Working in collaboration with Work site staff you will support the implementation of customer safeguarding and positive behaviour support strategies to mentor and coach supported employees in alignment with relevant legislation, guidelines and standards to ensure the highest level of disability practice is achieved and upheld.

### ORGANISATIONAL PROFILE



### KEY SUCCESS AREAS

<b>SAFETY</b>	<ul style="list-style-type: none"> <li>• Model safety leadership by promoting and installing a positive safety culture and commitment to person centred service delivery through compliance with Endeavour Foundations Workplace Health and Safety and Quality Practice Framework.</li> <li>• Identify and report potential hazards in the workplace to the site leader and submit an electronic report (e.g Riskman).</li> <li>• Monitor Supported Employee behaviours on site in collaboration with Production Team Leaders ensuring adequate support is available and in place.</li> <li>• Report all work related incidents, involving visitors, staff, customers or machinery to the site leader, ensuring an electronic incident report is also submitted (e.g. Riskman).</li> <li>• Assist in establishing and monitoring key risk indicators, as well as implementing corrective action plans to mitigate risks.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Appropriately use personal protective clothing and/or equipment provided. Report any defects and coach Supported Employees to comply with workplace safety requirements.</li> <li>• Use lifting equipment and assistive devices as and when required.</li> </ul>
<b>CUSTOMER CONNECTION</b>	<ul style="list-style-type: none"> <li>• Facilitate enhanced employment outcomes for supported employees within a positive behaviour support framework and aligned with their NDIS plan goals.</li> <li>• Report and monitor supported employee progress towards achievement of their NDIS employment goals in line with their Individual Support Plan.</li> <li>• Assist in implementing service offerings to supported employees in connecting to open employment, transition to retirement and life planning.</li> <li>• Work collaboratively with leaders, families, carers, and advocates to accurately capture supported employee's required supports.</li> <li>• Advocate for the implementation and ongoing application of Human Rights for people with disability, namely the right to live free from abuse, neglect and exploitation, and the right of choice and control.</li> </ul>
<b>OUR PEOPLE</b>	<ul style="list-style-type: none"> <li>• Ensure supported employees are given opportunities to enhance their skills, whilst meeting NDIS requirements and commercial outcomes for the site.</li> <li>• Identify relevant and appropriate skill development and vocational goals during Individual Support Planning meetings to develop and implement a plan in line with the Supported Employee's NDIS employment goals.</li> <li>• Monitor and record Plan Progress and report outcomes to assist supported employees with NDIS Plan review meetings.</li> <li>• Provide on-going day to day vocational support to supported employees that assists them with meeting both employment and commercial outcomes for the site.</li> <li>• Adopt a collaborative approach to ensure service wide focus on positive behaviour support and promoting a positive team culture.</li> <li>• Coordinate and facilitate on the job learning and training taking into consideration individual learning needs, desired learning outcomes and business requirements, in partnership with the Production Team Leaders.</li> <li>• Work collaboratively with supports both external to (e.g. Families, Medical Professionals, Social Workers) and within Endeavour Foundation to provide a supportive and holistic positive customer and employee experience aligned with business requirements.</li> <li>• In conjunction with leaders and relevant supporting business units, deliver a structured induction program for supported employees.</li> <li>• Facilitate and deliver organisational and mandatory training programs to meet Endeavour Foundations policies and procedures, government legislative requirements and to enhance individual employment outcomes for supported employees and their ongoing skill development and career aspirations.</li> <li>• Respond to complaints or incidents involving supported employees in collaboration with Site Managers and relevant supporting business units such as Practice Improvement, Customer Safeguarding and People Experience.</li> <li>• Manage supported employees roster's and changes to rostered hours to ensure accurate recording of attendance.</li> <li>• Follow up on supported employee exceptions and absences to ensure their safety and that accurate information is provided to payroll for appropriate remuneration and for billing of supports.</li> <li>• Set up, conduct, collate and upload annual wage assessments.</li> </ul>
<b>OPERATIONAL EXCELLENCE</b>	<ul style="list-style-type: none"> <li>• Promote Endeavour Foundation as an employer of choice, profiling the available suite of services to persons with disability.</li> <li>• Maintain strong professional relationships with internal and external stakeholders to build productive collaborative partnerships.</li> <li>• Promote a continuous improvement culture to support our supported employees to achieve their NDIS employment goals.</li> <li>• In conjunction with site managers, undertake referral, attraction, recruitment and selection activities for Supported Employees to ensure commercial operations are optimised.</li> <li>• Collect and maintain personal information regarding supported employees contact details, medical information, workplace observations, individual</li> </ul>



	<p>progress notes, absences, behaviour and any other information relevant to maintain their supports in the workplace. Notify relevant departments and update in Client Information Systems or through electronic incident reporting system ensuring the principles of privacy are upheld.</p> <ul style="list-style-type: none"> <li>• Assist in the collection of information for all internal and external reporting ensuring all obligations are met and audit requirements completed.</li> <li>• Collaborate with the site manager, to review procedures and processes ensuring efficiency and continual improvement of service delivery.</li> <li>• Assist with Individual Support Planning and NDIS funding reviews, including the development of person-centred support activities that are relevant to the workplace</li> </ul>
<b>FINANCIAL SUSTAINABILITY</b>	<ul style="list-style-type: none"> <li>• Understand the commercial customer pipeline and production capacity to ensure alignment between commercial requirements and supported employment opportunities</li> <li>• Quote supported employee Patterns of Support to reflect supports given to a supported employee in the workplace. Meet with supported employees and relevant support network to discuss pattern of supports and provide them information for NDIS Plan review.</li> </ul>

## WHAT YOU NEED TO SUCCEED

<b>CAPABILITIES</b>	<ul style="list-style-type: none"> <li>• Knowledge of, or ability to obtain an understanding of National Standards Disability Services, NDIS and Quality and Safeguarding Framework.</li> <li>• Demonstrated ability to operate within a person centred framework and apply the principles of social justice</li> <li>• Desire to recognise, respect and uphold the privacy, dignity and confidentiality of individuals in all aspects of their lives and in accordance with legislation.</li> <li>• Ability to respond positively and adapt to a rapidly changing environment.</li> <li>• Ability to work as part of a solutions focussed team.</li> <li>• Ability to identify and manage risks aligned with Workplace Health and Safety policies.</li> </ul>
<b>SKILLS &amp; QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Skills and knowledge associated with working within a positive behaviour support framework.</li> <li>• Interpersonal and communication skills required to develop relationships with team members and stakeholders and deal with issues of a sensitive nature.</li> <li>• Conflict management and negotiation skills.</li> <li>• Project management skills relevant to a workplace learning environment.</li> <li>• Effective written and verbal communication skills.</li> <li>• Problem solving skills, to successfully identify problems, develop solutions and implement these using a logical and systematic approach.</li> <li>• Knowledge of recruitment and selection processes.</li> <li>• Proficiency in using current MS Office (i.e Word, Excel, Powerpoint, Outlook), Employee Self Service, Customer Information and Management Systems and communication technologies.</li> <li>• Possession of a current First Aid Certificate is desired.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience in the Disability Sector.</li> <li>• Experience working with people with a disability in an employment setting.</li> <li>• Demonstrated experience in coaching individuals and delivering learning opportunities, preferably for those with disability.</li> <li>• Experience in participating within recruitment and selection processes.</li> </ul>

