

Position Description

Position Title:	Advisor
Department:	Client Programs
Service:	Transition to Work
Location:	Moree
Reporting to:	Snr support worker
Direct Reports:	Nil
Date of Review:	August 2016

ABOUT NORTHCOTT:

Our Purpose

To build an inclusive society where people can live the life they choose.

Our Vision

We will grow our services because clients choose us as their provider of choice

Our Core Values

- *Friendly and considerate*
- *Committed and enthusiastic*
- *Innovative and responsive*
- *Ethical and courageous*
- *Professional and competent*

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

Transition to Work (TTW) assists young adults with a disability to develop the skills and confidence necessary to move into employment (open or supported). Transition to Work supports school leavers to acquire work skills, social skills and the independence to enable them to make the transition to employment, vocational education or training, or commonwealth employment services in accordance with the requirements of the Disability Service Act (1986) and the Disability Service Standards

KEY OBJECTIVE OF THE POSITION:

To assist with coordination of Northcott's Transition to Work Program by assisting the Program Coordinator to provide a program which complies with ADHC guidelines and operates within the framework of ADHC's Integrated Monitoring Framework. Provide a person centered approach with the aim of training and supporting clients in the program to reach individual goals and program objectives.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Computer Literacy : (proficient with Microsoft suite, Excel and database administration)
- An ability to develop and deliver pre-vocational training, individual on the job training and support.
- The ability to problem solve, manage conflict and negotiate solutions.
- Knowledge of recruitment and general employment related issues.

Position Description

- An ability to support clients in a variety of employment environments.
- An ability to liaise with employers and negotiate employment conditions which meet the individual support needs of clients.
- An Ability to liaise and collaborate with other services to provide an individualized and holistic service to TTW clients.

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Current Apply First Aid Certificate (or willingness to achieve)
- Current Driver's License
- Current NSW Working with Children Check

DELEGATION LEVEL

- Nil

CORE COMPETENCIES OF THE ROLE

Customer Focus / External Contact

- Meets external consumer needs in a timely and courteous manner.
- Examines consumer requests to properly identify and resolve their concerns.
- Assists external customers to identify areas of need and offers solutions
- Supports consumer service efforts through program design, implementation, recovery and follow-up

Relationship Building

- Establishes networks outside own team or location for potential mutual benefits.
- Personally collaborates with peers to achieve organisational goals.
- Facilitates communication across business functions/services.
- Maintains a network of contacts that can provide information, help and access to others.
- Develops key strategic relationships.

Problem Solving

- Defines extent of problem areas and develops solutions.
- Effectively identifies and evaluates alternative solutions.
- Makes decisions consistent with skills and experience.
- Recognises decisions that have to be deferred until all pertinent facts are gathered and analysed.
- Flexible in modifying decisions.

Leadership

- Contributes to an atmosphere where individuals can work together as a team towards a shared purpose.
- Shares relevant information to team members and promotes collaboration.
- Contributes to the development and contributes to team goals.
- Demonstrates Northcott values and adheres to code of conduct.
- Recognises the need for ideas and efforts which consistently improve how well our services and products are delivered.
- Suggests new processes or improvements.
- Contributes to and fosters a climate of continuous improvement by sharing new information throughout the organisation.

Market Awareness

- Identifies the effects of social, economic & political environment and their effects on service provision and establishes responses.
- Awareness of trends and or different values, beliefs, attitudes and behaviours.
- Evaluates the effectiveness of Northcott's responses to changing trends and forces.
- Develops new and modifies existing products and services and strategies to meet changes.

Creativity

- Generates workable and innovative ideas, concepts and techniques.
- Enjoys developing simplified and/or improved procedures and techniques.
- Initiates new and creative ideas or procedures to enhance the department or organisation.
- Constantly seeking new solutions to old problems.

DUTIES

The typical duties of this position include:

1. Ensure that program participants are in a safe, nurturing learning environment and that they are free from any forms of abuse or harassment.
2. Provide training and tutorial support to clients undertaking E-Learning, study assistance and individual skill/ attribute/ behavior development.
3. Preparation and delivery of work skills modules and appropriate work related training course.
4. Research and prepare work readiness vocational and work related living skills training courses.
5. Assess the skills and abilities of program participants and set benchmarks for their ongoing development.
6. In consultation with program participants develop and implement Individual Program Plans.
7. Develop the skills, abilities and qualifications of participants of the program with the aim of gaining meaningful work in supported or open employment.
8. Assist program participants to gain work experience with the aim of enhancing their employment related skills and abilities.
9. Assist with marketing program participants to potential employers who are offering work experience or paid employment.
10. Assess potential work sites according to the Work Place Inspection checklist.
11. Organise work place modification assessments on behalf program participants. And assist in the implementation of work place modifications.
12. Provide on the job training and support to program participants to maximise their chances of gaining and maintaining work experience or paid employment.
13. Integrate program participants who are from Aboriginal or culturally and linguistically diverse backgrounds into the program and seek to afford them with fair access to support and outcomes.
14. Assist program participants to gain the skills necessary to access the general community in terms of access to goods and services and transport to enhance their independence and living skills.
15. Liaise with relevant peak organisations and relevant government departments to gain appropriate support and information for participants and the TTW Program
16. Deliver a structured program according to the objectives of the program and in accordance with ADHC guidelines.
17. Work within the guidelines of the Disability Services Act 1993.
18. Represent the service at industry forums, expos and events which related to the program and its delivery.
19. Participate in and assist with the day to day running of the program.
20. Operate in accordance with ADHC guidelines by focusing on person centred program delivery.
21. Collect and keep accurate records on the Carelink+ data base.

Position Description

22. Accurately record relevant observations via contact notes and evaluations of program participants.
23. Perform other duties as related to the daily operation and ongoing objectives of the program and or Northcott Disability Services.
24. Adhere to Northcott policies and procedures, in particular, the Code of Conduct and Ethics.
25. To use a Positive Behavior Support approach when working with clients. To follow Northcott policy and procedures re Positive Behavior Support and participate in the development, implementation and record keeping for all Behavior related plans as applicable to their role.

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to adhere to Northcott policies and procedures, in particular:

- Code of Conduct and Ethics
- Discrimination Harassment and Bullying Prevention Policy
- Equal Employment Opportunity Policy
- WHS Policies and Procedures.

For more information see your manager or refer to the policy and procedures on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Manager's Signature

Manager's Name

Date

Please forward a signed copy to Human Resources.