

Position Title: DES ESA Coordinator Mylestones Employment
Classification: CPL EA – Schedule A: Job Development Officer – Level 6
Reports To: Regional Manager

About CPL

The Cerebral Palsy League (CPL) is a non-profit organisation that provides vital support and services to more than 8,000 children and adults with disabilities in Queensland and Northern NSW.

We give our clients the freedom of **choice**, the opportunity to chase their **passion** and the support to live the **life** they choose. CPL provides services every day, at every stage of life and have been doing so for over 65 years in thousands of homes, schools, communities and workplaces.

Our Vision

An inclusive society for all people.

Our Purpose

To provide services for people with physical disability so they can lead the life they choose.

Our Difference

We have been working in your community for over 65 years. We have the expertise to deliver services to people of all ages with all levels of physical disability. We will work with you and your loved ones to maximise your independence so you can live the life you choose in your community.

The CPL Way

We are a business with a heart. Our values of client focus, respect, inclusion, integrity, excellence and courage drive us to:

- Understand the person
- Give great service
- Work together
- Find better ways

We embody The CPL Way in our daily work life by:

- Demonstrating **understand the person** by asking open questions, knowing other's strengths and how to use them, appreciating other's deliverables and stressors, reserving judgement and focusing on understanding.
- Demonstrating **give great service** by asking questions to clarify outcomes to be achieved and by providing options to achieve those outcomes. Identifying expected impacts of any change on internal and external clients and by focusing on how we make this happen safely and effectively.
- Demonstrating **work together** by actively seeking out information, respecting the stage of the process, looking for ways to help and enhance outcomes and understanding what others are trying to achieve.



- Demonstrating **find better ways** by talking through issues respectfully, involving clients in identifying issues and designing solutions, looking beyond the sector and Australia for solutions, challenging the status quo and making it easier for clients and staff.

Position Purpose

Manage, coordinate and develop a regionally based employment service across multiple sites, which provides support to people with disabilities to seek and maintain employment in integrated community based employment settings.

To support continuous improvement in the business performance of the Innovation and Business Development division and effectively contribute towards achievement of the organisation's vision and purpose.

Key Responsibilities

- Manage and coordinate the Job Development Officers and other relevant staff to achieve appropriate outcomes for individual clients in Open Employment.
- Manage caseloads to ensure referrals, intakes, exits, suspension, reviews and assessments are conducted efficiently and effectively to maintain full capacity.
- Lead key businesses and associations in the employment service areas to support placement efforts, build and maintain relationships with key individuals in industry/professional associations and to promote, market and sell CPL's employment programs.
- Liaise with Intake Officer to Intake and Assess client needs and client suitability for services.
- Ensure the development and review of Job Plans, pathways and outcomes and to ensure positive outcomes are achieved by clients.
- Ensure compliance with all funding body record keeping, software and reporting requirements for each client and site.
- Manage multiple site budgets, claims, invoicing, referrals and employment outcomes generating incomes in keeping with agreed targets for the ESA.
- Provide assessment services to the National Panel of Assessors program including conducting assessment, liaison with stakeholders, funding body and report writing.
- As required, provide job search, training and support to clients according to the activity agreement.
- Monitor and evaluate individual programs, levels of support and/or services and outcomes and provide information to Regional Manager.
- Conduct and monitor staff performance reviews to ensure that targets are met within the agreed timeframe.
- Build positive networks and relationships with disability employment related organisations to support the business objectives of Job Access.
- Represent Milestones Employment within the ESA with DSS representatives.

Supplementary Responsibilities

- Embodies The CPL Way in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.



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- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

Organisational Relationships

- Reports to the Regional Manager.
- Direct reports: Job Development Officers, Administration staff.
- Liaises with CPL staff, clients and families and external stakeholders as required.

Selection Criteria

Applicants must address the following criteria in writing to be considered for this position:

- Demonstrated experience in recruiting, job matching and in working with people with disabilities.
- Proven ability to effectively negotiate with key stakeholders and provide positive resolutions to complex problems.
- Highly developed interpersonal and written communication skills which can be applied in the preparation of funding/marketing proposals, budget documentation, service agreement and tendering and contract documentation.
- High level leadership and effective change management skills including the ability to be self-directed and results oriented.
- Well developed administrative, financial and human resources management skills including work organisational skills to effectively manage resources and achieve the delivery of quality services and outcomes.
- Experience and an understanding of case-based funding in the context of delivery of employment services.

Additional Requirements

These do not need to be addressed in selection criteria but must be included in application:

- Eligibility to meet the requirements of a Department of Communities and Commission for Children and Young People and Child Guardian criminal history screening.
- Minimum 2 years' experience in a management/leadership role within a DES-ESS program.
- Eligibility to hold a National Panel of Assessors (NPA) membership.
- Eligibility to meet the requirements of a Disability Services Queensland Positive Notice Card criminal history check.
- Current "C" class drivers licence.