**Position Family: Community Services**

*Case Work*

Child Psychologist [OPR.90701.4](#bookmark53)

Person Centred Practices Advisor [OPR.90222.4](#bookmark54)

Health Educator [OPR.90141.3](#bookmark55)

Referral Officer/Advisor [OPR.90151.3](#bookmark56)

Community Development Officer [OPR.90131.3](#bookmark57)

Senior Client/Case Worker (Professionally Qualified) [OPR.90111.4](#bookmark58)

Client/Case Worker (Professionally Qualified) [OPR.90111.3](#bookmark59)

Client/Case Worker (Not Professionally Qualified) [OPR.90121.3](#bookmark60)

Senior Registered Nurse [OPR.90101.5](#bookmark61)

Registered Nurse [OPR.90161.3](#bookmark62)

Senior Clinician/Practitioner [OPR.90111.5](#bookmark63)

Senior Therapist [OPR.90101.4](#bookmark64)

Therapist [OPR.90101.3](#bookmark65)

Referral/Intake Officer (Non - Professionally Qualified) [OPR.90111.2](#bookmark66)

Recreation Officer [OPR.90101.2](#bookmark67)

*Chaplaincy*

Chaplain [OTH.92901.3](#bookmark68)

*Education*

Education Manager [EDU.93000.5](#bookmark69)

Childcare Centre Director [OPR.90105.4](#bookmark70)

Educator/Training Facilitator [EDU.93000.4](#bookmark71)

Kindergarten Teacher [EDU.93100.3](#bookmark72)

*Emergency Services*

Emergency Program Director [SUP.91900.5](#bookmark73)

Emergency Program Manager [SUP.91900.4](#bookmark74)

*Employment Services*

Employment Services Regional Manager [SUP.91901.5](#bookmark75)

Employment Services Business Manager [SUP.91901.4](#bookmark76)

Employment Services Team Leader [SUP.91911.4](#bookmark77)

Employment Consultant/Development Officer - Disability Employment Network [SUP.91901.3](#bookmark78) Employment Consultant/Development Officer - Disability Employment - Internal [SUP.91911.3](#bookmark79) Job Placement Officer [SUP.91921.3](#bookmark80)

Job Search Trainer [SUP.91931.3](#bookmark81)

Employment Consultant - Job Services Australia [SUP.91941.3](#bookmark82)

*Home/Hostel Management*

Hostel Manager (>60 Beds) [OPR.90100.5](#bookmark83)

Hostel Manager (<60 Beds) [OPR.90110.5](#bookmark84)

Nursing Home Manager (>60 Beds) [OPR.90120.5](#bookmark85)

Nursing Home Manager (<60 Beds) [OPR.90130.5](#bookmark86)

Group Home(s) Manager (1 - 6 Beds) [OPR.90100.4](#bookmark87)

*Operations Management*

General Manager - Multi Service (Operational Director) [EXS.85307.7](#bookmark88)

General Manager - Single Service (Operational Director) [EXS.85108.7](#bookmark89)

Operations Manager - Programs [OPR.90113.6](#bookmark90)

*Programs*

Regional Manager - Programs [OPR.90103.6](#bookmark91)

International Program Manager [OPR.90401.6](#bookmark92)

Manager [OPR.90103.5](#bookmark93)

Coordinator (Supervising Professionals) [OPR.90113.5](#bookmark94)

Coordinator (Supervising Non-Professionals) [OPR.90123.5](#bookmark95)

Coordinator (With Revenue Accountability) [OPR.90133.5](#bookmark96)

Program Coordinator [OPR.90143.5](#bookmark97)

Team Leader (Supervising Professionals) [OPR.90103.4](#bookmark98)

Team Leader (Supervising Non-Professionals) [OPR.90113.4](#bookmark99)

Program Officer [OPR.90143.3](#bookmark100)

*Supported Employment*

General Manager - Supported Employment Services [EXS.85208.7](#bookmark101)

Regional Manager - Supported Employment [SUP.91902.5](#bookmark102)

Service Manager - Supported Employment [SUP.91902.4](#bookmark103)

Service/Site Manager - Internal Supported Employment [SUP.91912.4](#bookmark104)

Employment Consultant/Development Officer [SUP.91902.3](#bookmark105)

*Tenant Services*

Housing Team Leader [OTH.92900.4](#bookmark106)

Housing Officer [OTH.92900.3](#bookmark107)

*Volunteer Services*

Volunteers Manager [OPR.90104.5](#bookmark108)

Volunteers Coordinator [OPR.90104.3](#bookmark109)

**Position title: Child Psychologist**

**Aon Position code: OPR.90701.4**

**Level: 4**

**Responsible for**

Coordination and delivery of positive behaviour support plans.

# Report to

Senior Clinician/Practitioner

# Supervises

None

# Main activities

* Coordination and delivery of positive behaviour support plans for children and young people.
* Delivery of psychological services to contribute to therapeutic care environments in a team setting.
* Provide education and support for authorised carers of children and young people with challenging behaviours.
* Maintain quality records in relation to all work consistent with the requirements of the NSW Out Of Home Care Standards.
* Prepare and deliver monthly report for review by management.

# Key skills

* Sound understanding of child development particularly the impact of trauma and neglect.
* Able to prepare, monitor and review behaviour management and support plans in relation to children and young people
* Highly developed communication and interpersonal skills.
* Ability to work independently and to deadlines

# Internal contacts

Management

# External contacts

Agencies working with children and young people.

# Typical experience

Full registration as a psychologist in NSW or eligible for provisional registration and a willingness to enter into an internship to obtain full registration. Experience working in the child protection and out of home care environments

# Other comments

**Position title: Person Centred Practices Advisor Aon Position code: OPR.90222.4**

**Level: 4**

**Responsible for**

Co-ordinate and implement the adoption of person cantered thinking and practice across the organisation. Assist staff to understand and adopt person cantered values and approaches in day-to-day activities.

# Report to

Senior Advisor, Person Centred Practices

# Supervises

None

# Main activities

* Develop a detailed project plan to support the coordination, implementation and management of person centred practice across the organisation.
* The provision of training of staff at all levels in person centred practices and the values of inclusion.
* Provide ongoing mentoring and support to staff, clients and families around person centred practices philosophy, practices and outcomes
* Assist the Senior Advisor, Person Centred Practices in the measurement of the outcomes established in person centred plans and to monitor and manage systemic issues that may impact on the success and achievement of the organisation's goals and outcomes.
* Manage individual budget as per delegation.
* Work with management team to pursue alternative funding sources on behalf of the organisation.

# Key skills

* Ability to train other staff in person centred practices.
* High level communication and interpersonal skills.
* Sound understanding of learning and development models.
* Ability to multitask and excellent time management skills.
* Demonstrated analytic, interpretative, evaluative and creative thinking skills.

# Internal contacts

Management and Human Resources.

# External contacts

Families/Individuals that require support.

# Typical experience

Minimum 3 years experience in a related field. Tertiary qualifications in the a human services field is preferable

# Other comments

**Position title: Health Educator**

**Aon Position code: OPR.90141.3**

**Level: 3**

**Responsible for**

Developing and delivering appropriate educational strategies and methods to facilitate the development of policies, procedures, interventions, and systems conducive to the health of individuals, groups, and communities.

# Report to

Manager, Program Manager, Research Manager

# Supervises

N/A

# Main activities

* Contributing to the planning and evaluation of health education programs and community based programs to address identified health issues, in line with the Philosophy and Mission Statement of the employing facility.
* Promoting awareness, prevention and self-management of health issues and associated risk factors.
* Providing consumers with information about available resources and support services.
* Fostering and maintaining effective communication between health professionals, peers and other agencies.
* Developing, coordinating and managing nominated projects as determined by Manager.
* Evaluating program structure, timeline and implementation.

# Key skills

* Theoretical and clinical knowledge on all aspects of a health issue(s) and its management.
* Strong written, verbal, communicating and influencing skills.
* Ability to promote and implement innovative ideas.
* Strong organisational and planning skills.

# Internal contacts External contacts Typical experience

Previous experience as a Health Educator. Usually holds a Bachelor of Nursing or equivalent.

# Other comments

The term 'health' in the job title may be interchanged for the health issue itself, for example, 'Diabetes Educator'.

# Position title: Referral Officer/Advisor

**Aon Position code: OPR.90151.3**

**Level: 3**

**Responsible for**

Providing the first point of contact for clients attempting to utilise the organisation's services, identifying client's needs and referring them to the correct Program/Service/Centres.

# Report to

Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Providing information about the organisation, including access to Program/Service/Centres, eligibility criteria, capacity, waiting periods, and relevant fee structures.
* Assisting clients and client's families to identify their support needs and the relevance of the organisation's Program/Service/Centres.
* Identifying the need for immediate short-term assistance for clients and making arrangements for temporary support in relevant cases.
* Qualifying client's eligibility to specific Programs, Services and/or Centres and making appropriate referrals.
* Coordinating entry, review, exit or transfer to relevant Program/Service/Centres on behalf of clients.
* Maintaining appropriate referral statistics, administrative records and written reports.
* Continually enhancing networks with agencies and external service providers to ensure that all present and future clients are provided with a comprehensive range of options and referrals.
* Escalating evidence that the organisation could improve the quality of service provided by extending a particular Program/Service/Centre, or by introducing a new Program, Service or Centre.
* Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to clients and their families.

# Key skills

* Knowledge and understanding of all services offered by the organisation.
* Strong communication, negotiation and counselling skills.
* A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
* Ability to think and act appropriately in a crisis.
* Coordinating and liaising skills.
* Ability to act empathetically, with sensitivity and understanding.
* Commitment to continual professional development.
* Awareness of legislation relevant to the position.

# Internal contacts

Operations Staff at all levels.

# External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Professional Associations.

# Typical experience

3+ years of experience. Employees in this role may have tertiary qualifications in Social Work, Psychology or associated Health Field, or equivalent experience.

# Other comments

**Position title: Community Development Officer Aon Position code: OPR.90131.3**

**Level: 3**

**Responsible for**

Engaging a target group in community driven programs, and organising and supporting projects/events.

# Report to

Community Development Manager

# Supervises

No supervisory responsibility.

# Main activities

* Planning and scheduling work activities to achieve established program goals and objectives in line with the Philosophy and Mission Statement of the employing facility.
* Preparing periodic reports and maintaining accurate records on team activities and services delivered.
* Monitoring and tracking the progress of community development projects.
* Communicating with program managers in developing, assessing and modifying program services to meet the needs of the client population.
* Participating in the development and interpretation of rules and regulations applicable to the assigned project.

# Key skills

* Demonstrated knowledge of community development processes.
* Excellent communications skills, both written and verbal.
* Ability to work independently and as part of a team.

# Internal contacts External contacts

Local Government, community service staff, support network groups, professional associations.

# Typical experience

3-6 years experience in a relevant field. Tertiary qualifications, or equivalent, in social sciences, health or humanities.

# Other comments

**Position title: Senior Client/Case Worker (Professionally Qualified) Aon Position code: OPR.90111.4**

**Level: 4**

**Responsible for**

Understanding the needs of Clients on an ongoing basis and ensuring that the Client's needs are translated into a personal program that encourages the Client's independence, empowerment, autonomy and dignity and addresses both short and long term issues. Employees in this role would typically handle Clients with complex needs.

# Report to

Team Leader (Supervising Professionals).

# Supervises

No formal supervisory responsibilities, but may technically mentor employees performing the Client/Case Worker (Professionally Qualified) role.

# Main activities

* Engaging with Clients to determine eligibility for the organisation's services and referring potential Clients to other more relevant services if required.
* Implementing a series of initiatives that enable Clients to achieve their goals by building on their strengths and focusing on solutions.
* Providing information to clients and their families on government and community resources and eligibility for practical and financial support. Coordinating services required by the client and client's family and monitoring their ongoing effectiveness.
* Employing a range of skills in dealing with Clients and/or Client's families, including supportive to intensive counselling, as well as providing educational services.
* Initiating and participating in group work programs that will encourage Clients to meet their goals.
* Acting as a support person for the Client within external organisations and groups that the Client and Client's family interacts with.
* Maintaining contact with Clients that have difficulty in identifying their own needs.
* Maintaining appropriate casework statistics, administrative records and written reports.
* Continually enhancing networks with agencies and external service providers to ensure that all present and future Clients/Cases are provided with a comprehensive range of options and referrals.
* Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to Clients/Cases and their families.

# Key skills

* Strong negotiation, conflict resolution, communication, counselling and mediation skills.
* Demonstrated ability to advocate on behalf of the Client in accordance with organisational goals.
* Relationship building skills, coupled with the ability to act empathetically, with sensitivity and understanding.
* A detailed understanding of both the issues faced by Clients and their families, as well as ways to assist with and solve these issues.
* Commitment to continual professional development.
* Ability to think and act appropriately in a crisis.
* Awareness of legislation relevant to the position.

# Internal contacts

Operations Staff at all levels.

# External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Professional Associations.

# Typical experience

5+ years of relevant experience, coupled with tertiary qualifications in Social Work or Psychology and a current Driver's Licence.

# Other comments

Employees in this role are technically at an equivalent level or above to the Team Leader (Supervising Professionals). Employees in this role may be required to work flexible shifts and be on-call/standby. Alternate Titles: Senior Social Worker, Senior Psychologist.

# Position Description

**Position title: Client/Case Worker (Professionally Qualified) Aon Position code: OPR.90111.3**

**Level: 3**

**Responsible for**

Understanding the needs of clients on an ongoing basis and ensuring that the client's needs are translated into a personal program that encourages the client's independence, empowerment, autonomy and dignity and addresses both short and long term issues.

# Report to

Team Leader (Supervising Professionals).

# Supervises

No supervisory responsibilities.

# Main activities

* Engaging with clients to determine eligibility for the organisation's services and referring potential clients to other more relevant services if required.
* Implementing a series of initiatives that enable clients to achieve their goals by building on their strengths and focusing on solutions.
* Providing information to clients and their families on government and community resources and eligibility for practical and financial support. Coordinating services required by the client and client's family and monitoring their ongoing effectiveness.
* Employing a range of skills in dealing with clients and/or client's families, including supportive to intensive counselling, as well as providing educational services.
* Initiating and participating in group work programs that will encourage clients to meet their goals.
* Acting as a support person for the client within external organisations and groups that the client and client's family interacts with.
* Maintaining contact with clients that have difficulty in identifying their own needs.
* Maintaining appropriate casework statistics, administrative records and written reports.
* Continually enhancing networks with agencies and external service providers to ensure that all present and future clients/cases are provided with a comprehensive range of options and referrals.
* Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to clients/cases and their families.

# Key skills

* Strong negotiation, conflict resolution, communication, counselling and mediation skills.
* Demonstrated ability to advocate on behalf of the client in accordance with organisational goals.
* Relationship building skills, coupled with the ability to act empathetically, with sensitivity and understanding.
* A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
* Commitment to continual professional development.
* Ability to think and act appropriately in a crisis.
* Awareness of legislation relevant to the position.

# Internal contacts

Operations Staff at all levels.

# External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Professional Associations.

# Typical experience

3+ years of relevant experience, coupled with tertiary qualifications in Social Work or Psychology and a current Driver's Licence.

# Other comments

Employees in this role may be required to work flexible shifts and be on-call/standby. Alternate Titles: Social Worker, Psychologist.

# Position Description

**Position title: Client/Case Worker (Not Professionally Qualified) Aon Position code: OPR.90121.3**

**Level: 3**

**Responsible for**

Understanding the needs of clients on an ongoing basis and ensuring that the client's needs are translated into a personal program that encourages the client's independence, empowerment, autonomy and dignity and addresses both short and long term issues.

# Report to

Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Engaging with clients to determine eligibility for the organisation's services and referring potential clients to other more relevant services if required.
* Implementing a series of initiatives that enable clients to achieve their goals by building on their strengths and focusing on solutions.
* Providing information to clients and their families on government and community resources and eligibility for practical and financial support. Coordinating services required by the client and client's family and monitoring their ongoing effectiveness.
* Employing a range of skills in dealing with clients and/or client's families, including supportive to intensive counselling, as well as providing educational services.
* Initiating and participating in group work programs that will encourage clients to meet their goals.
* Acting as a support person for the client within external organisations and groups that the client and client's family interacts with.
* Maintaining contact with clients that have difficulty in identifying their own needs.
* Maintaining appropriate casework statistics, administrative records and written reports.
* Continually enhancing networks with agencies and external service providers to ensure that all present and future clients/cases are provided with a comprehensive range of options and referrals.
* Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to clients/cases and their families.

# Key skills

* Strong negotiation, conflict resolution, communication, counselling and mediation skills.
* Demonstrated ability to advocate on behalf of the client in accordance with organisational goals.
* Relationship building skills, coupled with the ability to act empathetically, with sensitivity and understanding.
* A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
* Commitment to continual professional development.
* Ability to think and act appropriately in a crisis.
* Awareness of legislation relevant to the position.

# Internal contacts

Operations Staff at all levels.

# External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups.

# Typical experience

3+ years of relevant experience and a current Driver's Licence.

# Other comments

Employees in this role may be required to work flexible shifts and be on-call/standby. Alternate Title: Counsellor, Welfare Worker, Community Services Worker.

**Position title: Senior Registered Nurse**

**Aon Position code: OPR.90101.5**

**Level: 5**

**Responsible for**

Providing safe and effective direct nursing care in line with nursing best practice principles.

# Report to Supervises

May supervise more junior registered nurses.

# Main activities

* Maintaining nursing standards and patient/client services/care to a level which ensures patient safety and achievement of expected patient outcomes.
* Ensuring that nursing care is provided in keeping with the Philosophy and Mission Statement of the employing facility.
* Practicing in accordance with legislative and common law affecting the nursing practice and demonstrating personal accountability.
* Documenting relevant information and communicating effectively with all relevant parties.
* Carrying out comprehensive and accurate nursing assessment of patients/clients.
* Evaluating the progress of patients/clients against planned outcomes.
* Actively participate in continuous quality improvement and accreditation activities.

# Key skills

* Excellent communication and interpersonal skills.
* Conflict resolution skills.
* Excellent written skills.

# Internal contacts External contacts

Residents/representatives, co-workers, government agencies, aged care service providers, consumer groups, industry associations and members of the community.

# Typical experience

* 1. years experience as a registered nurse. Must hold a current practising certificate and be registered with a relevant nursing Board. May be working towards or have postgraduate qualifications.

# Other comments

**Position title: Registered Nurse**

**Aon Position code: OPR.90161.3**

**Level: 3**

**Responsible for**

Providing safe and effective direct nursing care in line with nursing best practice principles.

# Report to Supervises Main activities

* + - Maintaining nursing standards and patient/client services/care to a level which ensures patient safety and achievement of expected patient outcomes.
    - Ensuring that nursing care is provided in keeping with the Philosophy and Mission Statement of the employing facility.
    - Practicing in accordance with legislative and common law affecting the nursing practice and demonstrating personal accountability.
    - Documenting relevant information and communicating effectively with all relevant parties.
    - Carrying out comprehensive and accurate nursing assessment of patients/clients.
    - Evaluating the progress of patients/clients against planned outcomes.
    - Continuously updating skills and abilities through personal and professional development and training.

# Key skills

* + - Excellent communication and interpersonal skills.
    - Conflict resolution skills.
    - Excellent written skills.

# Internal contacts External contacts

Residents/representatives, co-workers, government agencies, aged care service providers, consumer groups, industry associations and members of the community.

# Typical experience

1-3 years experience as a registered nurse. Must hold a current practising certificate and be registered with a relevant nursing Board.

# Other comments

**Position title: Senior Clinician/Practitioner**

**Aon Position code: OPR.90111.5**

**Level: 5**

**Responsible for**

To establish, lead and maintain a professional practice framework; to support the organisation’s strategic plan; and to ensure all staff working in services across the organisation receive a high standard of professional development support.

# Report to

Operations Manager/Service Manager/Centre Manager.

# Supervises

None.

# Main activities

* + - Provides formal supervision to staff and models behaviours that support a firm commitment to evidence based practice.
    - Provides leadership on complex policy or practice issues.
    - Is identified and utilised as an expert resource by internal staff, students, managers.
    - Is aware of, and maintains appropriate communication channels with all key staff, clients/families and stakeholders both within and outside the organisation.
    - Drafts reports on sensitive/complex issues or projects.

# Key skills

* + - Regional Manager, Program Managers, other Allied Health professionals.
    - Government departments and services, families and carers, community services.
    - Has relevant tertiary education coupled with 5+ years experience in a services environment.

# Internal contacts External contacts Typical experience Other comments

**Position title: Senior Therapist**

**Aon Position code: OPR.90101.4**

**Level: 4**

**Responsible for**

Providing assessments of strengths and needs of referred clients within field of speciality (e.g.: Occupational Therapy, Speech Pathology, Physiotherapy, Diversional Therapy) and assisting in the planning, development, direction and evaluation of Programs/Services for referred clients.

# Report to

Team Leader (Supervising Professionals).

# Supervises

No supervisory responsibilities. Employees in this role have typically opted away from supervising or management responsibilities and have instead opted to gain deep technical knowledge within their speciality.

# Main activities

* + - Dealing with clients that have more specialised or complex needs. Identifying and assessing the extent of referred client's disorders or impairments by conducting tests and/or utilising evaluative methods.
    - Acting as a technical specialist, 'guru' or mentor within area of speciality, imparting knowledge both within the team and organisation, as well as within the community.
    - Assisting with devising a Program/Service for referred clients, including individualised therapy as well as group therapy, aimed at improving and diminishing the adverse effects of client's disorders or impairments.
    - Monitoring client's progress and evaluating recommended Programs/Services on an ongoing basis. Making recommendations for additional or different therapy options.
    - Advising clients and their families on techniques that can be used outside of therapy sessions to encourage achievement of individual client goals. Completing home, school and community visits as required.
    - Providing consultancy support to other areas of the business, families and other professionals where applicable.
    - Maintaining appropriate statistics, administrative records and written reports on each referred client.
    - Providing input into the purchase of equipment relevant to the position.
    - Participating in the preparation of resources, including written resources e.g. handouts for families, information for newsletters and mail outs, training packages, seminar/workshop outlines. Participating in the delivery of educational talks, seminars and workshops to relevant community groups and families.
    - Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to clients and their families.

# Key skills

* + - Deep knowledge of area of specialty.
    - Understanding of the common and more specialist diagnostic and therapy procedures which may be used to assess and assist clients.
    - Ability to act empathetically, with sensitivity and understanding.
    - A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
    - Commitment to maintaining professional development.
    - Awareness of legislation relevant to the position.

# Internal contacts

Operations Staff and Management.

# External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Professional Associations.

# Typical experience

5+ years of experience, coupled with tertiary qualifications in field of specialty and relevant licensing/registration.

# Other comments

**Position Description**

**Position title: Therapist**

**Aon Position code: OPR.90101.3**

**Level: 3**

**Responsible for**

Providing assessments of strengths and needs of referred clients within field of specialty (e.g.: Occupational Therapy, Speech Pathology, Physiotherapy, Diversional Therapy) and assisting in the planning, development, direction and evaluation of Programs/Services for referred clients.

# Report to

Team Leader (Supervising Professionals).

# Supervises

No supervisory responsibilities.

# Main activities

* + - Identifying and assessing the extent of referred client's disorders or impairments by conducting tests and/or utilising evaluative methods.
    - Assisting with devising a Program/Service, including individualised therapy as well as group therapy, aimed at improving and diminishing the adverse effects of client's disorders or impairments.
    - Monitoring client's progress and evaluating recommended Programs/Services on an ongoing basis. Making recommendations for additional or different therapy options.
    - Advising clients and their families on techniques that can be used outside of therapy sessions to encourage achievement of individual client goals. Completing home, school and community visits as required.
    - Providing consultancy support to other areas of the business, families and other professionals where applicable.
    - Maintaining appropriate statistics, administrative records and written reports on each referred client.
    - Providing input into the purchase of equipment relevant to the position.
    - Participating in the preparation of resources, including written resources e.g. handouts for families, information for newsletters and mail outs, training packages, seminar/workshop outlines. Participating in the delivery of educational talks, seminars and workshops to relevant community groups and families.
    - Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to clients and their families.

# Key skills

* + - In-depth knowledge of area of specialty.
    - Understanding of the common diagnostic and therapy procedures which may be used to assess and assist clients.
    - Ability to act empathetically, with sensitivity and understanding.
    - A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
    - Commitment to maintaining professional development.
    - Awareness of legislation relevant to the position.

# Internal contacts

Operations Staff and Management.

# External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Professional Associations.

# Typical experience

3 - 5 years of experience, coupled with tertiary qualifications in field of specialty and relevant licensing/registration.

# Other comments

**Position title: Referral/Intake Officer (Non - Professionally Qualified) Aon Position code: OPR.90111.2**

**Level: 2**

**Responsible for**

Providing the first point of contact for clients attempting to utilise the organisation's services and referring them to the correct Program/Service/Centres.

# Report to

Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Providing information about the organisation, including access to Program/Service/Centres, eligibility criteria, capacity, waiting periods, and relevant fee structures.
* Assisting clients and client's families to identify their support needs and the relevance of the organisation's Program/Service/Centres.
* Identifying the need for immediate short-term assistance for clients and making arrangements for temporary support in relevant cases.
* Liaising with staff (counsellors, mediators, coordinators, educators and managers) as required.
* Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to clients and their families.
* Maintaining appropriate referral statistics, administrative records and written reports.
* Continually enhancing networks with agencies and external service providers to ensure that all present and future clients are provided with a comprehensive range of options and referrals.

# Key skills

* Knowledge and understanding of all services offered by the organisation.
* Strong communication, negotiation and counselling skills.
* A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
* Ability to think and act appropriately in a crisis.
* Coordinating and liaising skills.
* Ability to act empathetically, with sensitivity and understanding.
* Commitment to continual professional development.
* Awareness of legislation relevant to the position.

# Internal contacts

Operations Staff at all levels.

# External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Professional Associations.

# Typical experience

1-3 years of experience in administration. HSC or equivalent, coupled with relevant training and/or coursework.

# Other comments

**Position title: Recreation Officer**

**Aon Position code: OPR.90101.2**

**Level: 2**

**Responsible for**

Providing a recreation service which offers opportunities for a group of clients to explore options, participate in a range of activities and recreational services.

# Report to

Team Leader (Supervising Non-Professionals).

# Supervises

No supervisory responsibilities.

# Main activities

* Initiating, organising and coordinating recreational activities.
* Leading a group of clients in recreational activities, participating as a member of the group where necessary or appropriate, and encouraging clients to actively participate in all recreational activities offered within the service.
* Planning and promoting recreational activities.
* Relating to clients in an appropriate and considerate manner whilst ensuring the safety and support of all clients participating in recreational activities. Providing a positive role model to clients in terms of behaviour, dress, speech and manner.
* Accompanying clients to venues outside of the organisation's premises and providing personal care assistance where necessary.
* Providing recommendations to Team Leaders/Managers on new or revised recreational activities that would enhance the organisation's Programs/Services/Centres.
* Maintaining appropriate statistics, administrative records and written reports on recreational activities.
* Maintaining the confidentiality of all information pertaining to assigned group of clients and their families.
* Ensuring that all government legislation and the organisation's policies and procedures relevant to the position are implemented effectively. Reporting all critical incidents to relevant Team Leaders/Managers. Providing Team Leaders/Managers with feedback on procedures/processes utilised.

# Key skills

* Ability to implement and deliver recreational programs.
* Client focus, coupled with the ability to balance individual client needs with the needs of the group.
* Excellent communication and interpersonal skills, enthusiasm, motivation and the ability to make all group members feel included in activities.
* Planning, organisational and administrative skills.
* Ability to act empathetically, with sensitivity and understanding.
* A broad understanding of the issues faced by assigned group of clients and their families.
* Awareness of legislation relevant to the position.

# Internal contacts

Operations Staff.

# External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups.

# Typical experience

2+ years relevant experience.

# Other comments

Alternate Titles: Youth Officer, Aged Care Officer, Disability Officer, Activities Officer, Recreational Activities Officer,

Community Educators.

**Position title: Chaplain**

**Aon Position code: OTH.92901.3**

**Level: 3**

**Responsible for**

Providing spiritual support, guidance and Christian leadership for the management and staff of the organisation.

# Report to

CEO, Board of Directors.

# Supervises

May supervise State/Regional Chaplains.

# Main activities

* Providing spiritual and pastoral support to all organisational staff, and, where appropriate, to clients and volunteers.
* Strengthening the spiritual and overall health of the organisation.
* Assisting in the development and facilitation of workshops, retreats and training for staff, volunteers and clients.
* Participating in research & development of programmes to strengthen organisational culture, provide best practice service of clients and excellence in Chaplaincy.
* Fostering relationships with churches, universities, theological and other institutions.

# Key skills

* Suitable theological qualifications.
* High level leadership and interpersonal skills
* Good communication skills.

# Internal contacts

All Staff.

# External contacts

Churches, universities, theological and other institutions.

# Typical experience

Ordained Minister, Deacon or equivalent in a recognized Christian denomination.

# Other comments

**Position title: Education Manager**

**Aon Position code: EDU.93000.5**

**Level: 5**

**Responsible for**

Overseeing academic teaching, research and the development of new training and business initiatives.

# Report to

Director of Clinical Services.

# Supervises

Course Coordinators, Education Facilitators.

# Main activities

* Contributing to the development, implementation and evaluation of the organisational strategic plan.
* Managing operations to achieve planned outcomes - including budgeting and planning for all services.
* Promoting courses and activities in order to maximise service delivery.
* Identifying new market opportunities and instigates promotion and business development including the development of new courses.
* Ensuring that adequate human resources are available to fulfil service goals & that staff are effectively supported in their work.
* Providing direct service within training programs and consultancy/supervision, with internal and external customers as necessary and appropriate.

# Key skills

* Strong written and verbal communication skills.
* Good interpersonal skills.
* Service planning, development and innovation.
* Leadership and mentoring skills.
* Ability to work in cross-cultural contexts.

# Internal contacts

Management, Sales and Marketing.

# External contacts

External Education Bodies & University Partnerships.

# Typical experience

7+ years of experience in a training role.

# Other comments

**Position title: Childcare Centre Director**

**Aon Position code: OPR.90105.4**

**Level: 4**

**Responsible for**

Responsible for the effective and efficient operation of an organisation's care centre.

# Report to

Programs/Services Manager

# Supervises

Kindergarten Teachers and other support staff

# Main activities

* Facilitate the provision of a high quality children’s early childhood education service within the context of an integrated child and family centre
* Ensure effective management for the day to day operations of the centre through regular evaluation of systems and processes, as well as management of staff rosters and conducting staff appraisals.
* Assist in the formulation and evaluation of the centre budget and authorise expenditure in accordance with the planned budget.
* Oversee and advise staff in their daily duties in order to ensure high quality care and education is provided.
* Induct and train new and existing members of staff to ensure appropriate knowledge of the organisation, work practices and governing internal and external policies and procedures.
* Responsible for the recruitment of staff in accordance with the relevant guidelines.
* Plan and implement, alongside the services manager and team members, appropriate strategies that seek to create a strong partnership between families and the centre that enhances ownership and promotes strong connections with the community.
* Be aware of community needs and changes as they occur and how these can influence the centre, enrolments, etc. and to report these matters to the Programs/Services Manager.

# Key skills

* Leadership and mentoring skills
* High level written and verbal communication skills, including report and submission writing.
* Management, leadership, mentoring, business, accounting and reporting skills.
* A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
* Service planning, development and innovation.

# Internal contacts

Management and Kindergarten Teachers.

# External contacts

External Education Bodies

# Typical experience

4+ Years experience teaching or directing in early childhood settings coupled with a tertiary qualification in Education/Teaching (Early Childhood)

# Other comments

**Position title: Educator/Training Facilitator**

**Aon Position code: EDU.93000.4**

**Level: 4**

**Responsible for**

Assisting with the development and implementation of training programs for professional education.

# Report to

Education Manager or Regional Manager.

# Supervises

None.

# Main activities

* Delivering high quality training programs.
* Writing training curriculum.
* Researching and developing appropriate training resources.
* Maintaining professional standards and quality assurance.
* Meeting accreditation standards.

# Key skills

* High level written and verbal communication skills, including report and submission writing.
* Computer literacy.
* Training and presentation skills.
* Good interpersonal skills.
* Service planning, development and innovation.

# Internal contacts

Training staff, Sales and Marketing team.

# External contacts

External Education Bodies & University Partnerships.

# Typical experience

3-5 years of experience as a trainer.

# Other comments

**Position title: Kindergarten Teacher**

**Aon Position code: EDU.93100.3**

**Level: 3**

**Responsible for**

Responsible for the effective and efficient operation of the Kindergarten placed under their control in accordance with the relevant standards and policies of the organisations.

# Report to

Childcare Centre Director

# Supervises

Kindergarten Teacher’s Assistants

# Main activities

* Facilitate the provision of a high quality children’s early childhood education service within the context of an integrated child and family centre.
* Maintain open communication with all children, families and staff in the Kindergarten.
* Oversee the supervision of students from universities, TAFE, high schools and other institutions and liaise with student superiors.
* Maintain an awareness of current developments in children’s services and support the development and integration of evidence informed practices where appropriate.
* Oversee and advise staff in their daily duties in order to ensure high quality care and education is provided.
* Attend team meetings where possible and provide updates on the development and operation of the Kindergarten.

# Key skills

* Leadership and mentoring skills
* High level written and verbal communication skills, including report and submission writing.
* Training and presentation skills.
* Good interpersonal skills.
* Service planning, development and innovation.

# Internal contacts

Management, Kindergarten Teacher’s Assistants and support staff.

# External contacts

External Education Bodies.

# Typical experience

3+ Years experience teaching or directing in early childhood settings coupled with a tertiary qualification in Education/Teaching (Early Childhood)

# Other comments

**Position title: Emergency Program Director Aon Position code: SUP.91900.5**

**Level: 5**

**Responsible for**

Developing the organisational capacity to plan for and respond to emergencies.

# Report to

Director of International Programs or Operational Director in a smaller organisation.

# Supervises

Emergency Program Managers.

# Main activities

* Finalise the development of the organisation’s Emergency Program Strategy ensuring alignment with the vision of the organisation.
* Build the organisation’s emergency preparedness and disaster risk reduction.
* Develop Standard Operating Procedures across all departments to enable the organisation to meet its obligations.
* Develop and implement plans for mobilising resources for emergency program management.
* Enable and support Country Offices to deliver a rapid, appropriate and effective response to emergencies.
* Develop proposals and secure funding for the organisation through liaising with key humanitarian donors and other funders.
* Lead the development of appropriate training for program staff in emergency planning and response.
* Manage the Emergency Program Budget.

# Key skills

* Management, leadership and mentoring capability.
* Management, leadership and mentoring capability.
* Excellent communication, negotiation and motivational skills.
* A detailed understanding of the issues faced in a crisis.
* Client focus and the ability to act empathetically and with sensitivity and understanding.
* Analytical interpretation and advanced problem solving abilities.

# Internal contacts

Country Heads, Emergency Services staff.

# External contacts

Funding bodies, officials from agencies and bodies and members of the community in which the organisation is operating.

# Typical experience

7+ years experience in a community setting.

# Other comments

**Position title: Emergency Program Manager Aon Position code: SUP.91900.4**

**Level: 4**

**Responsible for**

Supporting the emergency program and country programs ensuring that the emergency preparedness, response and disaster risk reduction component of all relevant country programs are effectively developed, reviewed and updated.

# Report to

Emergency Program Director.

# Supervises

None.

# Main activities

* Support the implementation of the Emergency Program strategic plan.
* Contribute to the development, review and update of the emergency preparedness, response and disaster risk reduction component of all relevant country program.
* Provide timely and professional advice on emergency programs to internal stakeholders.
* Prepare and/or review donor contracts and partner agreements.
* Contribute to the development, and monitoring of emergency program budgets.
* Maintain an up-to-date analysis of the socio-political and institutional context for ongoing and potential emergency work.

# Key skills

* Leadership and interpersonal capability.
* Administrative, organisational, budgetary, reporting and planning skills.
* Excellent communication, negotiation and motivational skills.
* A detailed understanding of the issues faced in a crisis.
* Client focus and the ability to act empathetically and with sensitivity and understanding.
* Analytical interpretation and advanced problem solving abilities.

# Internal contacts

Emergency Program team.

# External contacts

Country contact, funding bodies.

# Typical experience

5+ years in a community setting.

# Other comments

**Position title: Employment Services Regional Manager Aon Position code: SUP.91901.5**

**Level: 5**

**Responsible for**

Leading, coaching & supporting frontline managers in leading their teams to achieve contracted Key Performance Indicators & organisational results.

# Report to

Operations Manager.

# Supervises

Business Managers.

# Main activities

* Developing the employment services strategy to ensure organisational development, continuous improvement, quality compliance & financial viability.
* Growing and improving the outcomes of the Employment Services business within the region, within a rapidly changing external and internal environment.
* Leading & coaching frontline managers to ensure compliance with contractual requirements Key Performance Indicators, organisational objectives so that at all times, service recipients receive quality, tailored assistance to meet their individualised goals.
* Negotiating targets and budgets In collaboration with Senior Executive team and Program Managers, and in line with funding body expectations.

# Key skills

* High level of time/project management skills.
* High level of relationship management skills.
* High level of knowledge regarding internal and external policy/legislative environment.
* High level communication skills.

# Internal contacts

Executive Team, HR, Finance, Sales and Marketing, other Regional Manager.

# External contacts

External service providers, corporate clients/sponsors, peak bodies, media, funding body representatives.

# Typical experience

* 1. years experience in employment services coupled with relevant tertiary education.

# Other comments

**Position title: Employment Services Business Manager Aon Position code: SUP.91901.4**

**Level: 4**

**Responsible for**

Leading a team to ensure the efficient & effective operations of the employment services program through the provision of leadership, performance management, leading practice service provision, sound financial management, legislative & contractual compliance.

# Report to

Employment Services Regional Manager

# Supervises

Employment Services team.

# Main activities

* + - Leading the team to achieve & exceed employment services Key Performance Indicators in accordance with Disability Service Standards (DSS) and DEEWR contractual obligations.
    - Using performance management tools & organisational training resources proactively to improve individual competencies

& performance across the business unit.

* + - Developing & monitoring annual site business plans & ensure communication within the employment services team of objectives & achievements.
    - Driving stakeholder relationships with employers, training providers & local community service providers to optimise tailored assistance & outcomes.
    - Monitoring quality, verify claims & ensure contractual compliance.
    - Ensuring that the employment services business unit maximises return on investment through effective & innovative use of jobseeker.

# Key skills

* + - Leading and mentoring skills.
    - Strong interpersonal skills.
    - Excellent communication, negotiation and motivational skills.
    - A detailed understanding of the issues faced in a crisis.
    - Client focus and the ability to act empathetically and with sensitivity and understanding.

# Internal contacts

Management team, Business/Program Managers, Employment Services team.

# External contacts

Employers & employer peak groups, DEEWR Contract Manager & Centrelink, schools, training & education providers.

# Typical experience

5+ years of experience within employment services coupled with a relevant tertiary qualification.

# Other comments

**Position title: Employment Services Team Leader Aon Position code: SUP.91911.4**

**Level: 4**

**Responsible for**

Managing a team with employment services to ensure the provision of services assist jobseekers to overcome the barriers associated with their disability, injury or health condition & to secure an employment outcome.

# Report to

Employment Services Business Manager.

# Supervises

Training & Placement Consultants, Employment Development Consultants, Employment Placement Consultants, Employment Support Consultants, Administration Officers.

# Main activities

* + - Providing jobseeker services that are individualised & outcomes focused in accordance with contractual obligations.
    - Leading & motivating team to achieve & exceed Key Performance Indicators.
    - Performing regular & effective case reviews to monitor, identify training needs & provide tailored training & support to the team.
    - Coordinating ongoing support & handovers for jobseekers, ensuring employer resources enable jobseeker’s competencies to be maintained, career progression opportunities identified/actioned & jobseeker expenditure funds utilised (where appropriate).
    - Recruiting, training, managing and developing the team.

# Key skills

* + - Leading and mentoring skills.
    - Strong interpersonal skills.
    - Good project management skills.
    - Excellent communication, negotiation and motivational skills.
    - A detailed understanding of the issues faced in a crisis.
    - Client focus and the ability to act empathetically and with sensitivity and understanding.

# Internal contacts

Regional Manager, Business Manager, Employment Services Department.

# External contacts

Employers & employer peaks & focus groups, DEEWR Contract Manager & Centrelink, schools, training & education providers Registered Training Organisations.

# Typical experience

5 years experience in an employment services or equivalent position.

# Other comments

**Position title: Employment Consultant/Development Officer - Disability Employment Network Aon Position code: SUP.91901.3**

**Level: 3**

**Responsible for**

Securing and ensuring sustainable external employment opportunities for people with a disability/disadvantage, commensurate with their skills and goals.

# Report to

Service Manager.

# Supervises

May have no supervisory requirements.

# Main activities

* Undertaking client assessments, identifying a clients abilities and vocational goals, and matching this with a suitable position.
* Assisting job seekers in completing their registration and creating a resume summary, and any other related paperwork
* Consulting with clients to prepare and monitor individual Activity Agreements.
* Providing support and information to clients, ensuring that informed decisions are made.
* Undertaking proactive marketing of clients through cold calling, direct marketing activities and establishing relationships with local business. Proactively networking within the community to source positions for supported employees. Arranging work trials, work experience and assessing the appropriateness and viability of the employee's placement.
* Ensuring all legislative requirements regarding disability, discrimination and OHS standards are adhered to when placing and maintaining a supported employee in work.
* Provision of on-the-job training for jobseekers so they meet the key competencies of their role.

# Key skills

* Good communication skills.
* Relationship management skills, both internal and external.
* Knowledge of the contractual obligations (DEWR, Disability Service Standards, DEN Contract).

# Internal contacts

Clients/job seekers, Supported Employment Team.

# External contacts

Employers, Government Bodies, Private Agencies, Community Groups, Advocates & Family Members.

# Typical experience

3+ years of experience in a similar position or as a direct personal carer. Employees in this role may have qualifications in rehabilitation and/or counselling.

# Other comments

This role is external, or outward facing, in that unlike the internal positions that are the focus of Employment Consultant/Development Officer - Disability Employment Network - Internal, the positions being found for these clients are in open employment.

# Position title: Employment Consultant/Development Officer - Disability Employment - Internal Aon Position code: SUP.91911.3

**Level: 3**

**Responsible for**

Evaluating the support needs of supported employees (employees with a disability), finding appropriate placements within the organisation's operations and providing on-the-job training and continuous day-to-day support in all facets of their position.

# Report to

Service/Business Manager - Internal.

# Supervises

No supervisory responsibilities.

# Main activities

* Evaluating the supported employees' job requirements and special needs. Conducting individual and group training to facilitate the achievement of the employers' vocational goals. This typically includes on-the-job skills training and all aspects of the supported employee's social integration and interaction.
* Proactively networking within the community to source positions for supported employees. Arranging work trials, work experience and assessing the appropriateness and viability of the employee's placement.
* Mediating between the employer and the supported employee with regards to occupational issues. This may range from educating the workplace as to the needs of the supported employee, problem solving specific incidents and ensuring that all parties are satisfied with the employment arrangement.
* Ensuring all legislative requirements regarding disability, discrimination and OHS standards are adhered to when placing and maintaining a supported employee in work.
* Providing timely, concise and factual documentation regarding assigned supported employees and reporting of all issues relating to cases, including complaints and behavioural occurrences, incidents and Occupational Health and Safety issues.
* Employees in this role may liaise with Government departments regarding funding and meeting all individual requirements of the supported employee in their assigned job role.
* Continually enhancing networks with agencies and external service providers to ensure that all present and future supported employees are provided with a comprehensive range of opportunities for employment.

# Key skills

* Relationship building skills, coupled with the ability to act empathetically, with sensitivity and understanding towards supported employees.
* Ability to effectively conduct training and support for both individuals and groups.
* Negotiation skills and the ability to interact and liaise with people at all levels of an organisation.
* Well developed networking skills.
* Strong negotiation, conflict resolution, communication, counselling and mediation skills.
* A detailed understanding of the issues faced by supported employees, as well as ways to assist with and solve these issues.
* Awareness of legislation relevant to the position.

# Internal contacts

All Organisational Staff.

# External contacts

Employers, Government Bodies, Private Agencies, Community Groups, Advocates & Family Members.

# Typical experience

3+ years of experience in a similar position or as a direct personal carer. Employees in this role may have qualifications in rehabilitation and/or counselling.

# Other comments

This role is internal in that unlike the open employment, or external positions that are the focus of Employment Consultant/Development Officer - Disability Employment Network, the employment opportunities are within the organisation.

**Position title: Job Placement Officer**

**Aon Position code: SUP.91921.3**

**Level: 3**

**Responsible for**

Engaging employers to provide job opportunities and/or work experience for jobseekers with employment barriers.

# Report to Supervises

May have no supervisory requirements.

# Main activities

* Active employer targeting, canvassing & reverse marketing to secure vacancies that lead to placements & sustained employment outcomes.
* Develop and maintain strategic employer relationships that increase vacancy lodgements via repeat business.
* Maintain accurate & up to date employer contact details using the appropriate database.

# Key skills

* Experience in working effectively with jobseekers facing barriers to employment & matching them to suitable employment options.
* Ability to develop relationships & networks with the local community facilitating vacancies, work experience, referrals & support.
* Good communication skills.

# Internal contacts

Regional Managers, Employments Consultants, Program Managers.

# External contacts

Employers, service and industry groups.

# Typical experience

3+ years of business development experience.

# Other comments

**Position title: Job Search Trainer**

**Aon Position code: SUP.91931.3**

**Level: 3**

**Responsible for**

Assisting short and long term unemployed job seekers in finding suitable and sustainable employment through the facilitation of practical job search training education.

# Report to

Service Manager.

# Supervises

May have no supervisory requirements.

# Main activities

* Undertaking initial client assessments and assessing a clients ability to benefit from referred services.
* Deliver a full range of job search training modules to achieve employment outcomes for clients.
* Consulting with clients; preparing, monitoring and checking progress against individually tailored Activity Agreements.
* Providing additional job search support for clients as required.
* Motivating and encouraging clients to undertake job search activities.
* Undertaking proactive marketing of clients through cold calling, direct marketing activities and establishing relationships with local business
* Ensuring database/system is utilised appropriately; and ensuring all internal and external policies and procedures and contractual obligations are followed.

# Key skills

* Ability to motivate, educate and place job seekers from a wide range of experiences and backgrounds in suitable and sustainable employment.
* Relationship management; both internal and external.
* Good communication/persuasion skills.
* Knowledge of the contractual obligations (OH&S, Job Placement Licence, ES Contract).

# Internal contacts

Supported Employment Team.

# External contacts

Employers, Government Bodies, Private Agencies, Community Groups, Advocates & Family Members.

# Typical experience

No specific experience required, recruitment background could be advantageous.

# Other comments

**Position title: Employment Consultant - Job Services Australia Aon Position code: SUP.91941.3**

**Level: 3**

**Responsible for**

Find and sustain employment or education outcomes for jobseekers that match their individual skills, abilities and vocational goals.

# Report to

Business Manager.

# Supervises

None.

# Main activities

* Meet individual & team Key Performance Indicators (KPI’s) & DEEWR contractual obligations.
* Provide jobseeker services that are individualised and outcome focused.
* Provide jobseeker services in accordance with DEEWR contractual obligations Accurate and timely data entry of claims and evidenced based recordings in accordance with DEEWR contractual obligations.
* Develop and maintain networks with services, agencies and the community.
* Provide Post Placement Support.

# Key skills

* Demonstrated ability & experience to undertake vocational counselling/case management working with a caseload of jobseekers.
* Demonstrated ability & experience with jobseekers with a disability or those from a highly disadvantaged background.
* Excellent communication, negotiation and motivational skills.
* Good communication skills.

# Internal contacts

Senior Employment Consultants, Employer Engagement Team, Work Experience Consultants.

# External contacts

Employers, Community service providers, Employment focus groups, Registered Training Organisations, Centrelink.

# Typical experience

2+ years of experience in a community setting, recruitment experience would be an advantage.

# Other comments

**Position title: Hostel Manager (>60 Beds)**

**Aon Position code: OPR.90100.5**

**Level: 5**

**Responsible for**

Managing the daily operation of a Hostel containing more than sixty beds by managing a team of Hostel staff and by planning, developing and delivering personal care services for Hostel residents.

# Report to

Hostel Service Manager.

# Supervises

A team of Hostel Staff.

# Main activities

* Managing a team of Hostel staff and coordinating all activities associated with the Hostel, ensuring an emotionally positive and physically stable environment for staff and Hostel residents.
* Developing, monitoring and updating the Hostel's staffing rosters to ensure cost-effectiveness and adequate staffing levels. Rostered duties include assisting resident's with general personal care and daily activities, ensuring transport is available for residents, and performing household duties.
* Determining eligibility of potential Hostel residents, referring potential residents to other services if their required level of care does not match with the service provided by the Hostel, understanding the needs of Hostel residents, ensuring that residents needs are translated into a personal program that encourages the resident's independence, empowerment, autonomy and dignity, dealing with emergency applications for residency, and liaising with families to ensure positive communication channels are established between Hostel staff and each resident's family.
* Maintaining documentation as required. Managing the investigation and resolution of all complaints.
* Developing and monitoring the Hostel's budget, managing petty cash, administering the Hostel's accounts, arranging accommodation bookings, ordering stock, preparing reports for Management.
* Recruiting and training Hostel staff.
* Leading regular meetings with Hostel staff and residents.
* Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively within the Hostel. Reporting all critical incidents to relevant Managers. Monitoring, evaluating, streamlining and/or redesigning the procedures/processes utilised in the Hostel.
* Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to residents of the Hostel and their families.

# Key skills

* Management, leadership and mentoring capability.
* Administrative, organisational, budgetary, reporting, rostering and planning skills.
* Excellent communication skills.
* A broad understanding of the issues faced by Hostel residents and their families, as well as ways to assist with or solve these issues.
* Understanding of the Occupational Health & Safety issues relating to the Hostel.

# Internal contacts

Operations Management and Staff.

# External contacts

Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Hostel and Garden Repair and Maintenance Staff/Contractors.

# Typical experience

5 - 7 years of relevant Operational and Management experience.

# Other comments

# Position Description

**Position title: Hostel Manager (<60 Beds)**

**Aon Position code: OPR.90110.5**

**Level: 5**

**Responsible for**

Managing the daily operation of a Hostel containing less than sixty beds by managing a team of Hostel staff and by planning, developing and delivering personal care services to Hostel residents.

# Report to

Hostel Service Manager.

# Supervises

A team of Hostel Staff.

# Main activities

* Managing a team of Hostel staff and coordinating all activities associated with the Hostel, ensuring an emotionally positive and physically stable environment for staff and Hostel residents.
* Developing, monitoring and updating the Hostel's staffing rosters to ensure cost-effectiveness and adequate staffing levels. Rostered duties include assisting residents with general personal care and daily activities, ensuring transport is available for residents, and performing household duties.
* Determining eligibility of potential Hostel residents, referring potential residents to other services if their required level of care does not match with the service provided by the Hostel, understanding the needs of Hostel residents, ensuring that resident's needs are translated into a personal program that encourages the resident's independence, empowerment, autonomy and dignity, dealing with emergency applications for residency, and liaising with families to ensure positive communication channels are established between Hostel staff and each resident's family.
* Maintaining all documentation as required. Managing the investigation and resolution of all complaints.
* Developing and monitoring the Hostel's budget, performing other related administrative duties.
* Recruiting and training Hostel staff and managing performance appraisal process.
* Leading regular meetings with Hostel staff and residents.
* Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively within the Hostel. Reporting all critical incidents to relevant Managers. Monitoring, evaluating, streamlining and/or redesigning the procedures/processes utilised in the Hostel.
* Performing 'hands on' Hostel duties where required.
* Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to residents of the Hostel and their families.

# Key skills

* Management, leadership and mentoring capability.
* Administrative, organisational, budgetary, reporting, rostering and planning skills.
* Excellent communication skills.
* A broad understanding of both the issues faced by Hostel residents and their families, as well as ways to assist with or solve these issues.
* Understanding of the Occupational Health & Safety issues relating to the Hostel.

# Internal contacts

Operations Management and Staff.

# External contacts

Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Hostel and Garden Repair and Maintenance Staff/Contractors.

# Typical experience

5 - 7 years of relevant Operational and Management experience.

# Other comments

**Position Description**

**Position title: Nursing Home Manager (>60 Beds) Aon Position code: OPR.90120.5**

**Level: 5**

**Responsible for**

Managing the daily operation of a Nursing Home containing more than sixty beds and typically a kitchen and laundry, by managing a team of Nursing Home staff and by planning, developing and delivering services to Nursing Home residents.

# Report to

Nursing Homes Service Manager.

# Supervises

A team of Nursing Home Staff.

# Main activities

* Managing a team of professional Nursing Home staff and coordinating all activities associated with the Nursing Home, ensuring an emotionally positive and physically stable environment for staff and Nursing Home residents.
* Developing, monitoring and updating the Nursing Home's staffing rosters to ensure cost-effectiveness and adequate staffing levels. Rostered duties include assisting residents with general personal care and daily activities, and administering medical procedures.
* Determining eligibility of potential Nursing Home residents, referring potential residents to other services if their required level of care does not match. Ensuring that resident's needs are translated into a personal program that encourages the resident's independence, empowerment, autonomy and dignity, dealing with emergency applications for residency, and liaising with families to ensure positive communication channels are established between Nursing Home staff and each resident's family.
* Maintaining all documentation as required.
* Developing and monitoring the Nursing Home's budget and related administrative tasks.
* Recruiting and training Nursing Home staff.
* Leading regular meetings with Nursing Home staff and residents.
* Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively within the Nursing Home. Reporting all critical incidents to relevant Managers. Monitoring, evaluating, streamlining and/or redesigning the procedures/processes utilised in the Nursing Home.
* Performing 'hands on' Nursing Home duties where required to ensure that all residents receive the agreed level of care and support.
* Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to residents of the Nursing Home and their families.

# Key skills

* Knowledge of the activities and responsibilities of a Registered Nurse.
* Management, leadership and mentoring capability.
* Administrative, organisational, budgetary, reporting, rostering and planning skills.
* Excellent communication skills.
* A broad understanding of the issues faced by Nursing Home residents and their families, as well as ways to assist with or solve these issues.
* Understanding of the Occupational Health & Safety issues relating to the Nursing Home.

# Internal contacts

Operations Management and Staff.

# External contacts

Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Nursing Home Repair and Maintenance Staff/Contractors.

# Typical experience

5 years of experience as a Registered Nurse, coupled with 2+ years of Management and Administrative experience. Employees in this role may have, or be working towards a tertiary Management qualification.

# Other comments

**Position Description**

**Position title: Nursing Home Manager (<60 Beds) Aon Position code: OPR.90130.5**

**Level: 5**

**Responsible for**

Managing the daily operation of a Nursing Home containing less than sixty beds, by managing a team of Nursing Home staff and by planning, developing and delivering services to Nursing Home residents.

# Report to

Nursing Homes Service Manager.

# Supervises

A team of Nursing Home staff.

# Main activities

* Managing a team of professional Nursing Home staff and coordinating all activities associated with the Nursing Home, ensuring an emotionally positive and physically stable environment for staff and Nursing Home residents.
* Developing, monitoring and updating the Nursing Home's staffing rosters to ensure cost-effectiveness and adequate staffing levels to maintain an agreed level of care. Rostered duties can include assisting residents with general personal care and daily activities.
* Determining eligibility of potential Nursing Home residents, referring potential residents to other services if their required level of care does not match with the service provided by the Nursing Home, understanding the needs of Nursing Home residents, ensuring that resident's needs are translated into a personal program that encourages the resident's independence, empowerment, autonomy and dignity, dealing with emergency applications for residency, and liaising with families to ensure positive communication channels are established between Nursing Home staff and each resident's family.
* Maintaining all documentation as required. Managing the investigation and resolution of all complaints related to the Nursing Home and Nursing Home staff.
* Developing and monitoring the Nursing Home's budget and related administrative duties.
* Recruiting and training Nursing Home staff and managing the staff performance appraisal process on an ongoing basis.
* Leading regular meetings with Nursing Home staff and residents.
* Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively within the Nursing Home. Reporting all critical incidents to relevant Managers. Monitoring, evaluating, streamlining and/or redesigning the procedures/processes utilised in the Nursing Home.
* Performing 'hands on' Nursing Home duties where required to ensure that all residents receive the agreed level of care and support.
* Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to residents of the Nursing Home and their families.

# Key skills

* Knowledge of the activities and responsibilities of a Registered Nurse.
* Management, leadership and mentoring capability.
* Administrative, organisational, budgetary, reporting, rostering and planning skills.
* Excellent communication skills.
* A broad understanding of the issues faced by Nursing Home residents and their families, as well as ways to assist with or solve these issues.
* Understanding of the Occupational Health & Safety issues relating to the Nursing Home.

# Internal contacts

Operations Management and Staff.

# External contacts

Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Nursing Home

Repair and Maintenance Staff/Contractors.

# Typical experience

5 years of experience as a Registered Nurse, coupled with 2+ years of Management and Administrative experience. Employees in this role may have, or be working towards a tertiary Management qualification.

# Other comments

**Position Description**

**Position title: Group Home(s) Manager (1 - 6 Beds) Aon Position code: OPR.90100.4**

**Level: 4**

**Responsible for**

Managing either one or a small number of Group Homes (which allow people to live independently in a residential environment). Group Homes typically have a maximum of five residents and these residents require twenty-four hour care.

# Report to

Group Homes Service Manager.

# Supervises

A team of Group Home(s) Staff including a number of Volunteers.

# Main activities

* Managing a team of Group Home(s) staff and coordinating all activities associated with the Group Home(s), ensuring an emotionally positive and physically stable environment for staff and Group Home(s) residents.
* Developing, monitoring and updating Group Home(s) staffing rosters to ensure cost-effectiveness and adequate staffing levels to maintain care 24 hours per day and meet the needs of Group Home(s) residents. Rostered duties include cleaning, laundry, food purchasing, storage and preparation.
* Recruiting and training Group Home(s) staff, ensuring the dissemination of pertinent information to staff, and managing the staff performance appraisal process on an ongoing basis.
* Determining eligibility of potential Group Home(s) residents and understanding the needs of the Group Home(s) residents, ensuring that resident's needs are translated into a personal program that encourages the resident's independence, empowerment, autonomy and dignity. Dealing with emergency applications for residency, and liaising with families to ensure positive communication channels are established between Group Home(s) staff and each resident's family.
* Maintaining all documentation associated with the residents of the Group Home(s), the Group Home(s) staff and the daily management of the Group Home(s). Managing the investigation and resolution of all complaints related to the Group Home(s) and Group Home(s) staff.
* Developing and monitoring the Group Home(s) budget, managing petty cash, making payments on behalf of residents, and administering Group Home(s) accounts.
* Ensuring the Home(s), garden, equipment and vehicles are maintained to an agreed level.
* Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively within the Group Home(s). Reporting all critical incidents to relevant Managers. Monitoring, evaluating, streamlining and/or redesigning the procedures/processes utilised in the Group Home(s).
* Performing 'hands on' Group Home(s) duties where required to ensure that all residents receive the agreed level of care and support.
* Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to residents of the Group Home(s) and their families.

# Key skills

* Management, leadership and mentoring capability.
* Administrative, organisational, budgetary, reporting, rostering and planning skills.
* Ability to manage emergency situations and deal with people experiencing a crisis.
* A broad understanding of the issues faced by Group Home(s) residents and their families, as well as ways to assist with or solve these issues.
* Understanding of the Occupational Health & Safety issues relating to the Group Home(s).

# Internal contacts

Operations Management and Staff.

# External contacts

Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Home and

Garden Repair and Maintenance Staff/Contractors.

# Typical experience

7 - 10 years of relevant operational and management experience, coupled with a current Driver's Licence.

# Other comments

Employees in this role are required to work flexible shifts and be on-call/stand-by.

**Position title: General Manager - Multi Service (Operational Director) Aon Position code: EXS.85307.7**

**Level: 7**

**Responsible for**

Managing a variety of divergent functional activities or branches operating separately as autonomous centres under policy control. May be physically isolated from Head Office.

# Report to

Chief Executive/Managing Director.

# Supervises

Those managers and staff working within the multi functional areas this role has particular responsibility for.

# Main activities

* Participating as a member of the Senior Management/Strategic Team formulating multi functional/branch policy and approving major management changes.
* Accountability for the overall financial performance of the multi functions/branch, and the achievement of revenue/funding and expense budgets.
* Ensuring that functions/branch performance complies with Senior Management directives and statutory regulations.
* Directing and motivating subordinate Managers to achieve agreed targets. Acts as the chief spokesperson for the organisation/activity.
* Managing and motivating all divisional personnel.

# Key skills

* Sound administrative skills and a proven record of successful staff management.
* Must be an effective manager by exception.

# Internal contacts

Functional and Divisional Managers and all Staff.

# External contacts

Major Suppliers, Stakeholders/Clients, Industry Associations, Federal & State Government Officials.

# Typical experience

At least 12 - 15 years experience in all aspects of operations coupled with tertiary level qualifications related to the industry. Formal management training desirable.

# Other comments

Operations Manager/Director, General Manager - Operations.

# Position title: General Manager - Single Service (Operational Director) Aon Position code: EXS.85108.7

**Level: 7**

**Responsible for**

Managing a single arm of functional activities or branches operating separately as autonomous centres under policy control. May be physically isolated from Head Office.

# Report to

Chief Executive/Managing Director.

# Supervises

Those managers and staff working within the functional area this role has particular responsibility for.

# Main activities

* Participating as a member of the Senior Management/Strategic Team formulating multi functional/branch policy and approving major management changes.
* Accountability for the overall financial performance of the function/branch, and the achievement of revenue/funding and expense budgets.
* Ensuring that the function/branch performance complies with Senior Management directives and statutory regulations.
* Directing and motivating subordinate Managers to achieve agreed targets. Acts as the chief spokesperson for the organisation/activity.
* Managing and motivating all divisional personnel.

# Key skills

* Sound administrative skills and a proven record of successful staff management.
* Must be an effective manager by exception.

# Internal contacts

Functional and Divisional Managers and all Staff.

# External contacts

Major Suppliers, Stakeholders/Clients, Industry Associations, Federal & State Government Officials.

# Typical experience

At least 12 - 15 years experience in all aspects of operations coupled with tertiary level qualifications related to the industry. Formal management training desirable.

# Other comments

Operations Manager/Director, General Manager - Operations.

# Position title: Operations Manager - Programs Aon Position code: OPR.90113.6

**Level: 6**

**Responsible for**

The management, supervision and evaluation of community based development programmes/aid.

# Report to

Chief Executive Officer or Operations Director.

# Supervises

Program Coordinators.

# Main activities

* Ensuring that the community programmes undertaken by the organisation engage, understand and service the community in both beneficial and valuable ways.
* Supporting and leading the Program team in respect to delivering quantifiable outcomes.
* Developing Program reports, time scales, budgets and analysis to ensure effective and efficient implementation of the organisation's resources.
* Liaising with all relevant members of the Program coordination team so that targets, goals and objectives are met.
* Evaluating the challenges and opportunities, and also the suitability of numerous programmes within the scope of the organisations activities.
* Managing a diverse and complex group of programmes/projects simultaneously.
* Monitoring and accessing opportunities that will prove beneficial to the organisation, particularly in respect to funding.

# Key skills

* Must possess strong organisational and management skill.
* Must possess strong communication skills, both written and verbal.
* Strong analytical skills, with particular emphasis on complex issues.
* Must possess strong networking/negotiating skills.
* Must have strong sense of empathy and understanding in relation to the individual communities that the organisation is undertaking work within.

# Internal contacts

Community Programmes team.

# External contacts

Officials from agencies, governments, and other NGO's and communities within which the organisation is operating.

# Typical experience

At least 5 years experience in development and/or health programmes, coupled with a relevant tertiary degree.

# Other comments

The focus of this role is the management, analysis, development and evaluation of numerous international and/or domestic programmes in line with the organisations broad values and beliefs. It is not uncommon for this role to have international and/or domestic responsibilities.

# Position title: Regional Manager - Programs Aon Position code: OPR.90103.6

**Level: 6**

**Responsible for**

Strategically planning and managing all aspects of Programs/Services/Centres within a specified Region.

# Report to

General Manager - Multi Function (Operations Director) within larger organisations or Chief Executive Officer (CEO) within smaller organisations.

# Supervises

All staff related to Programs/Services/Centres within a specified Region.

# Main activities

* Suggesting and implementing strategic plans, goals, budgets and expenditure reports for the Programs/Services/Centres within a specified Region, ensuring that the strategic plans are effectively developed, monitored, evaluated and reviewed in line with the overall strategic goals of the organisation. Reporting variances in the region's performance to the Senior Executive team or the Chief Executive Officer (CEO).
* Overseeing the recruitment, training and performance management of staff for the specified Region. Providing direct supervision to Program/Service/Centre Managers.
* Developing and maintaining administrative systems, policies and procedures to support the efficient coordination of Programs/Services/Centres within the specified Region.
* Developing and monitoring processes for evaluating, reviewing and enhancing Programs/Services/Centres within the specified Region to ensure that they remain cost effective and centred on the needs of clients utilising the Programs/Services/Centres.
* Ensuring the safety and maintenance of all properties and equipment utilised by the organisation within the specified Region.
* Planning and initiating the marketing strategy for Programs/Services/Centres within the Region. Promoting the Programs/Services/Centres within the region, and monitoring, encouraging and prompting fundraising, grant, sponsorship opportunities for the organisation.
* Overseeing the development of new initiatives and projects within specified Region.
* Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively within the Region.
* Participating in external committees and working groups concerned with issues relevant to Programs/Services/Centres within the Region.
* Continually enhancing networks with government, agencies and external service providers to ensure that all present and future clients are provided with a comprehensive range of options and referrals.

# Key skills

* Strategic management, leadership and mentoring capability.
* Administrative, organisational, budgetary, reporting and planning skills.
* Excellent communication, negotiation and motivational skills.
* A detailed understanding of the issues faced by users of Programs/Services/Centres within the specified Region, as well as ways to assist with or solve these issues.
* Client focus and the ability to act empathetically, with sensitivity and understanding.
* Analytical interpretation and advanced problem solving abilities.
* Flair, innovation and creativity.

# Internal contacts

Management, Finance & Administration, Marketing, Operations Staff.

# External contacts

Government Department Staff, Government Service Staff, Community Service Staff, Donors, Support Network Groups.

# Typical experience

7+ years of experience as a Manager and 7+ years of Operational experience, coupled with tertiary qualifications.

# Other comments

Alternate Title: Senior Manager.

**Position title: International Program Manager Aon Position code: OPR.90401.6**

**Level: 6**

**Responsible for**

Managing an International Program/Project.

# Report to

Chief Executive Officer

# Supervises

Program Personnel.

# Main activities

* Develop and lead a strategic plan for the program.
* Develop and implement policies across a range of areas (Financial, Development, Child Protection etc.)
* Lead and manage program financial planning and budget processes.
* Lead and manage program Communications, Liaison and reporting.
* Provide support, guidance and leadership to staff in-country ensuring program activities are designed and managed effectively.
* Engage with management team to ensure they are informed of key achievements and challenges of the Programs Team.

# Key skills

* Demonstrated experience in cross-cultural and facilitation, coaching and mentoring skills.
* Demonstrated experience with strategic analysis and reporting.
* Familiarity with the Australian Council for International Development (ACFID) Code of Conduct.
* Familiarity with the Not-For-Profit sector.
* Strong verbal and written communications and interpersonal skills.

# Internal contacts

Management

# External contacts

Program Partners

# Typical experience

A minimum of ten years working within international development.

# Other comments

**Position title: Manager**

**Aon Position code: OPR.90103.5**

**Level: 5**

**Responsible for**

Implementing and maintaining a program/service across multiple locations or a series of centres.

# Report to

Program/Service/Centre Regional Manager.

# Supervises

Program/Service/Centre Staff including Coordinators, Team Leaders, Therapists and Officers.

# Main activities

* Developing an operational plan for the Program/Service/Centres and monitoring the budget for the Program/Service/Centres. Reporting variances in performance to the Regional Manager.
* Recruiting, training and managing the performance of staff within the Program/Service/Centres.
* Developing and maintaining administrative systems, policies and procedures to support the efficient coordination of the Program/Service/Centre.
* Developing and monitoring processes for evaluating, reviewing and enhancing the Program/Service/Centres to ensure that they remain cost effective and centred on the needs of clients.
* Ensuring the safety and maintenance of all properties and equipment utilised by the organisation for providing the Program/Service/Centres. Taking both preventative and reactive corrective action to ensure the quality of the Program/Service/Centres.
* Contributing to the marketing strategy for Program/Service/Centres. Promoting the Program/Services/Centres, and monitoring, encouraging and prompting fundraising, grant, sponsorship opportunities for the Program/Service/Centres.
* Overseeing the development of new initiatives and projects within the Program/Service/Centres.
* Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively. Acting to reduce the number of critical incidents by monitoring, evaluating, streamlining and/or redesigning the procedures/processes.
* Continually enhancing networks with government, agencies and external service providers to ensure that all present and future clients are provided with a comprehensive range of options and referrals.

# Key skills

* Management, leadership and mentoring capability.
* Administrative, organisational, budgetary, reporting and planning skills.
* Excellent communication, negotiation and motivational skills.
* A detailed understanding of the issues faced by users of the Program/Service/Centres, as well as ways to assist with or solve these issues.
* Client focus and the ability to act empathetically and with sensitivity and understanding.
* Analytical interpretation and advanced problem solving abilities.

# Internal contacts

Management, Finance & Administration, Marketing, Operations Staff.

# External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Professional Associations.

# Typical experience

5+ years of experience as a Manager and 7+ years of Operational experience, coupled with tertiary qualifications.

# Other comments

# Position Description

**Position title: Coordinator (Supervising Professionals) Aon Position code: OPR.90113.5**

**Level: 5**

**Responsible for**

Acting as the first line of Management within a Program/Service/Centre, coordinating the day to day activities of team/s of professionally qualified employees and ensuring the planning, development, direction, implementation and evaluation of services/programs for referred clients.

# Report to

Program/Service/Centre Manager.

# Supervises

Team Leader/s and Team/s of professionally qualified employees in a Program, Service or Centre.

# Main activities

* Ensuring the successful daily operation of a Program, Service or Centre (e.g.: occupational therapy, speech pathology, physiotherapy, diversional therapy, client/case work) by providing management and leadership to team/s of professionally qualified employees.
* Overseeing the allocation of referred clients to the Program/Service/Centre, the referral of potential clients to other Programs/Services/Centres if their requirements do not match with the Program/Service/Centre, and the translation of client needs into Programs/Services that encourage their independence, empowerment, autonomy and dignity.
* Contributing significantly to the organisation's strategic plans by evaluating and reporting on the Program/Service/Centre's policies and processes, and determining and monitoring the budget for the Program/Service/Centre. Handling all complaints lodged by stakeholders of the Program/Service/Centre.
* Recruiting, training and evaluating staff to ensure the Program/Service/Centre meets the organisation's strategic goals.
* Ensuring that appropriate records and files are maintained to provide accountability to clients, the organisation's management and relevant funding bodies. Providing reports to Senior Management regarding the financial performance of the Program/Service/Centre.
* Promoting the value of the Program/Service/Centre for marketing and fundraising purposes as required.
* Continually enhancing networks with government, agencies and external service providers.
* Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively. Reporting all critical incidents to Senior Management. Monitoring, evaluating, streamlining and/or redesigning the procedures/processes utilised in the Program/Service/Centre.

# Key skills

* Expert knowledge of area of speciality, (e.g.: Occupational Therapy, Speech Pathology, Physiotherapy, Diversional Therapy, Client/Case work).
* Management, leadership, mentoring, business, accounting and reporting skills.
* Planning, organisational and administrative skills.
* Analytical interpretation and advanced problem solving abilities.
* Ability to prioritise and use initiative.
* Client focus and the ability to act empathetically, with sensitivity and understanding.
* A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
* Commitment to maintaining professional development.
* Awareness of legislation relevant to the position.

# Internal contacts

Management, Finance & Administration, Marketing, Operations Staff.

# External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups,

Professional Associations.

# Typical experience

3+ years of experience as a Manager and 7+ years of experience as an Occupational Therapist, Speech Pathologist, Physiotherapist, Diversional Therapist or Client/Case Worker, coupled with tertiary qualifications in field of speciality and relevant licensing/registration.

# Other comments

Employees in this role may be required to work flexible shifts and be on-call/standby.

# Position Description

**Position title: Coordinator (Supervising Non-Professionals) Aon Position code: OPR.90123.5**

**Level: 5**

**Responsible for**

Acting as the first line of Management within a Program/Service/Centre, coordinating the day to day activities of team/s of non- professionally qualified employees and ensuring the planning, development, direction, implementation and evaluation of Services/Programs for referred clients.

# Report to

Program/Service/Centre Manager.

# Supervises

Team/s of non-professionally qualified employees in a program, service or centre.

# Main activities

* Ensuring the successful operation of a Program, Service or Centre (e.g.: Recreation, Medical Aid, Personal Care, Welfare, Community Work) by providing management and leadership to team/s of non-professionally qualified employees.
* Overseeing the allocation of referred clients to the Program/Service/Centre, the referral of potential clients to other Program/Service/Centre's if their requirements do not match with the Program/Service/Centres, and the translation of client needs into Programs/Services that encourage their independence, empowerment, autonomy and dignity.
* Contributing significantly to the organisation's strategic plans by evaluating and reporting on the Program/Service/Centre's policies and processes, and determining and monitoring the budget for the Program/Service/Centre. Handling all complaints lodged by stakeholders of the Program/Service/Centre.
* Recruiting, training and evaluating staff to ensure the Program/Service/Centre meets the organisation's strategic goals.
* Ensuring that appropriate records and files are maintained to provide accountability to clients, the organisation's Management and relevant funding bodies. Providing reports to Senior Management regarding the financial performance of the Program/Service/Centre.
* Promoting the value of the Program/Service/Centre for marketing and fundraising purposes as required.
* Continually enhancing networks with government, agencies and external service providers.
* Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively. Reporting all critical incidents to Senior Management. Monitoring, evaluating, streamlining and/or redesigning the procedures/processes utilised in the Program/Service/Centre.
* Where applicable, ensuring premises are maintained, clean, secure, accessible and safe.

# Key skills

* Expert knowledge of area of specialty, (e.g.: Recreation, Medical Aid, Personal Care, Welfare, Community Work).
* Management, leadership, mentoring, business, accounting and reporting skills.
* Planning, organisational and administrative skills.
* Analytical interpretation and advanced problem solving abilities.
* Ability to prioritise and use initiative.
* Client focus and the ability to act empathetically, with sensitivity and understanding.
* A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
* Awareness of legislation relevant to the position.

# Internal contacts

Management, Finance & Administration, Marketing, Operations Staff.

# External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups.

# Typical experience

3+ years of experience as a Manager and 7+ years of experience in Recreation, Medical Aid, Personal Care, Welfare, Community Work.

# Other comments

Employees in this role may be required to work flexible shifts and be on-call/standby.

# Position Description

**Position title: Coordinator (With Revenue Accountability) Aon Position code: OPR.90133.5**

**Level: 5**

**Responsible for**

Acting as the first line of Management within a Program/Service/Centre, coordinating the day to day activities of team/s of employees, ensuring the planning, development, direction, implementation and evaluation of Services/Programs for referred clients, and selling or raising funds to financially support the Program/Service/Centre.

# Report to

Program/Service/Centre Manager.

# Supervises

Team/s of employees in a Program, Service or Centre.

# Main activities

* Ensuring the successful operation of a Program, Service or Centre by providing management and leadership to team/s of professionally qualified employees.
* Performing and overseeing an array of sales, marketing, public relations and/or fundraising activities in order to financially support the Program/Service/Centre. Developing submissions for funding and actively promoting the value of the Program/Service/Centre to potential donors.
* Continually enhancing networks with government, agencies and external service providers.
* Overseeing the allocation of referred clients to the Program, Service or Centre, the referral of potential clients to other Programs/Services/Centres if their requirements do not match with the Program/Service, and the translation of client needs into Programs/Services that encourage their independence, empowerment, autonomy and dignity.
* Contributing significantly to the organisation's strategic plans by evaluating and reporting on the Program/Service/Centre's policies and processes, and determining and monitoring the budget for the Program/Service/Centre. Handling all complaints lodged by stakeholders of the Program/Service/Centre.
* Recruiting, training and evaluating staff to ensure the Program/Service/Centre meets the organisation's strategic goals.
* Ensuring that appropriate records and files are maintained to provide accountability to clients, the organisation's Management and relevant funding bodies. Providing reports to Senior Management regarding the financial performance of the Program/Service/Centre.
* Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively. Reporting all critical incidents to Senior Management. Monitoring, evaluating, streamlining and/or redesigning the procedures/processes utilised in the Program/Service/Centre.
* Where applicable, ensuring premises are maintained, clean, secure, accessible and safe.

# Key skills

* Expert knowledge of area of speciality.
* Management, leadership, mentoring, business, accounting and reporting skills.
* Planning, organisational and administrative skills.
* Analytical interpretation and advanced problem solving abilities.
* Ability to prioritise and use initiative.
* Client focus and the ability to act empathetically, with sensitivity and understanding.
* A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
* Commitment to maintaining professional development.
* Awareness of legislation relevant to the position.

# Internal contacts

Management, Finance & Administration, Marketing, Operations Staff.

# External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Professional Associations.

# Typical experience

3+ years of experience as a Manager and 7+ years of experience as a team member/team leader within a Program/Service/Centre, and may possess tertiary qualifications in field of specialty and relevant licensing/registration.

# Other comments

Employees in this role may be required to work flexible shifts and be on-call/standby.

**Position title: Program Coordinator**

**Aon Position code: OPR.90143.5**

**Level: 5**

**Responsible for**

The management, supervision and evaluation of community based development programmes/aid.

# Report to

Operations Manager.

# Supervises

Program Staff.

# Main activities

* Coordinating and developing numerous programmes within the framework of the organisations purpose.
* Developing work plans which incorporate time plans, budgets, objectives and may include other specific measures of success.
* Reporting on, and evaluating the progress of programmes in relation to work plans and broad organisational goals.
* Ensuring specific programmes are effective and efficient through regular contact with Program implementers.
* Evaluating success and efficiency of programmes through site visits.
* Developing, maintaining, and building positive relationships with key stakeholders to ensure organisation can undertake programmes.
* Understanding the communities needs in respect to providing a beneficial and valuable service.

# Key skills

* High level of leadership, coordination and management skills across numerous concurrent projects or programmes.
* Strong communications skills, both written and verbal.
* Strong analytical and evaluation skills.

# Internal contacts

Community Programmes team, relevant country Program staff.

# External contacts

Officials from agencies, governments, and other NGO's, and communities within which the organisation is operating.

# Typical experience

Several years of experience in an community development setting, coupled with a relevant tertiary qualification.

# Other comments

This role encompasses management, development, analytical and evaluative skills to ensure the programmes undertaken by the organisation are effective and efficient, even when the delivery of programmes will often be in remote areas. May work in an international or domestic capacity.

# Position title: Team Leader (Supervising Professionals) Aon Position code: OPR.90103.4

**Level: 4**

**Responsible for**

Leading a team of professionally qualified employees in one particular area of a Program, Service or Centre (e.g.: Occupational Therapy, Speech Pathology, Physiotherapy, Diversional Therapy, Client/Case Work) to ensure the planning, development, direction, implementation and evaluation of Services/Programs for referred clients.

# Report to

Program/Service/Centre Coordinator (Supervising Professionals) or Program/Service/Centre Coordinator (Revenue Accountability).

# Supervises

A team of professionally qualified employees in one particular area of a Program, Service or Centre.

# Main activities

* Ensuring the successful operation of a team within one particular area of a Program, Service or Centre (e.g.: Occupational Therapy, Speech Pathology, Physiotherapy, Diversional Therapy, Client/Case work) by providing leadership and supervision to a team of professionally qualified employees.
* Determining eligibility of referred clients, referring potential clients to other Programs/Services/Centres if their requirements do not match with the Program/Service provided by the team, understanding the needs of clients, and ensuring that client's needs are translated into a program that encourages their independence, empowerment, autonomy and dignity.
* Contributing to the organisation's strategic plans by evaluating and reporting on the policies and processes utilised by the team, and monitoring the performance of the team against expenditure budget.
* In conjunction with the Program/Service/Centre Coordinator, recruiting, training and evaluating team members to ensure the Program/Service/Centre meets the client's needs.
* Ensuring that appropriate records and files are maintained to provide accountability to clients, the organisation's Management and relevant funding bodies.
* Leading regular meetings with the team.
* Continually enhancing networks with government, agencies and external service providers.
* Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively. Reporting all critical incidents to relevant Managers. Monitoring, evaluating, streamlining and/or redesigning the procedures/processes utilised in the Program/Service/Centre.
* Depending on whether the Coordinator of the Program/Service/Centre has revenue accountability, some employees in this role may contribute to the promotion of the Program/Service/Centre and/or assist with fundraising and the development of submissions for funding.

# Key skills

* Specialist knowledge of area of specialty, (e.g.: Occupational Therapy, Speech Pathology, Physiotherapy, Diversional Therapy, Client/Case work).
* Leadership and mentoring capability.
* Planning, organisational and administrative skills.
* Client focus.
* Ability to act empathetically, with sensitivity and understanding.
* A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
* Commitment to maintaining professional development.
* Awareness of legislation relevant to the position.

# Internal contacts

Operations Staff and Management.

# External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Professional Associations.

# Typical experience

2+ years of experience as a Team Leader and 5+ years of experience as an Occupational Therapist, Speech Pathologist, Physiotherapist, Diversional Therapist or Client/Case Worker, coupled with tertiary qualifications in field of specialty and relevant licensing/registration.

# Other comments

Employees in this role perform Team leadership activities concurrently with daily activities of an Occupational Therapist, Speech Pathologist, Physiotherapist, Diversional Therapist or Client/Case worker. Employees in this role may be required to work flexible shifts and be on-call/standby.

# Position Description

**Position title: Team Leader (Supervising Non-Professionals) Aon Position code: OPR.90113.4**

**Level: 4**

**Responsible for**

Leading a team of non-professionally qualified employees in one particular area of a Program, Service or Centre (e.g.: Recreation, Medical Aid, Personal Care, Welfare, Community Work) to ensure the planning, development, direction, implementation and evaluation of Services/Programs for referred clients.

# Report to

Program/Service/Centre Coordinator (Supervising Non-Professionals) or Program/Service/Centre Coordinator (Revenue Accountability).

# Supervises

A team of non-professionally qualified employees in one particular area of a Program, Service or Centre.

# Main activities

* Ensuring the successful operation of one particular area of a Program, Service or Centre (e.g.: Recreation, Medical Aid, Personal Care, Welfare, Community Work) by providing leadership and supervision to a team of non-professionally qualified employees.
* Determining eligibility of referred clients, referring potential clients to other Programs/Services/Centres if their requirements do not match with the Program/Service provided by the team, understanding the needs of clients, and ensuring that client's needs are translated into a Program that encourages their independence, empowerment, autonomy and dignity.
* Contributing to the organisation's strategic plans by evaluating and reporting on the policies and processes utilised by the team, and monitoring the performance of the team against expenditure budget.
* In conjunction with the Program/Service/Centre Coordinator, recruiting, training and evaluating team members to ensure the Program/Service/Centre meets the client's needs.
* Ensuring that appropriate records and files are maintained to provide accountability to clients, the organisation's Management and relevant funding bodies.
* Leading regular meetings with the team.
* Continually enhancing networks with government, agencies and external service providers.
* Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively. Reporting all critical incidents to relevant Managers. Monitoring, evaluating, streamlining and/or redesigning the procedures/processes utilised in the Program/Service/Centre.
* Depending on whether the Coordinator of the Program/Service/Centre has revenue accountability, some employees in this role may contribute to the promotion of the Program/Service/Centre and/or assist with fundraising and the development of submissions for funding.

# Key skills

* Specialist knowledge of area of specialty, (e.g.: Recreation, Medical Aid, Personal Care, Welfare, Community Work).
* Leadership and mentoring capability.
* Planning, organisational and administrative skills.
* Client focus.
* Ability to act empathetically, with sensitivity and understanding.
* A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
* Commitment to maintaining professional development.
* Awareness of legislation relevant to the position.

# Internal contacts

Operation, Staff and Management.

# External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups.

# Typical experience

2+ years of experience as a Team Leader and 5+ years of experience in Recreation, Medical Aid, Personal Care, Welfare, Community Work.

# Other comments

Employees in this role perform team leadership activities concurrently with daily activities of as a Recreation Officer, Medical Aid, Personal Carer, Welfare Worker, or Community Worker. Employees in this role may be required to work flexible shifts and be on-call/standby.

**Position title: Program Officer**

**Aon Position code: OPR.90143.3**

**Level: 3**

**Responsible for**

Assisting with the management and evaluation of community based development programmes/aid.

# Report to

Operations Manager or Program Co-ordinator

# Supervises Main activities

* Supporting the development of numerous programmes within the framework of the organisations purpose.
* Supporting the development of work plans which incorporate time plans, budgets, objectives and may include other specific measures of success.
* Reporting on, and evaluating the progress of programmes in relation to work plans and broad organisational goals.
* Ensuring specific programmes are effective and efficient through regular contact with Program implementers.
* Undertaking site visits and analysis to evaluate success and efficiency of programmes through site visits.
* Developing, maintaining, and building positive relationships with key stakeholders to ensure organisation can undertake programmes.
* Performing research to understand communities needs in respect to providing a beneficial and valuable service.

# Key skills

* High level of leadership, coordination and management skills across numerous concurrent projects or programmes.
* Strong communications skills, both written and verbal.
* Strong analytical and evaluation skills.

# Internal contacts

Community Programmes team, relevant country Program staff.

# External contacts

Officials from agencies, governments, and other NGO's, and communities within which the organisation is operating.

# Typical experience

At least 2 years of experience in a community development setting, coupled with a relevant tertiary qualification.

# Other comments

This role encompasses management, development, analytical and evaluative skills to ensure the programmes undertaken by the organisation are effective and efficient, even when the delivery of programmes will often be in remote areas. May work in an international or domestic capacity.

# Position title: General Manager - Supported Employment Services Aon Position code: EXS.85208.7

**Level: 7**

**Responsible for**

Strategic leadership and development of Supported Employment services within an organisation, across the entire breadth of the organisation's operations geographically.

# Report to

Chief Executive Officer.

# Supervises

Regional Managers - Supported Employment Services, other members of Supported Employment team.

# Main activities

* Assisting the Chief Executive Officer (CEO) in development of strategic (1/3/5/10) year plans to ensure that both internal and external stakeholders needs and objectives are met, as well as providing sustainable and supportive services.
* Preparing and managing annual operational budgets, working to ensure that objectives, cost and targets are minimised, achieved or exceeded as per overall organisational strategy.
* Advising CEO and/or relevant Senior Leadership/Executive team on policy and legislative environment. Ensuring that interpretation of this environment is sound and within the broad values of the organisation. Ensuring that risk management plan objectives are met across all regions.
* Identifying opportunities to maximise the relevant internal and external stakeholders benefit from the Supported Employment service arm.
* Ensuring that all Supported Employment services adhere to accreditation requirements, and that sufficient training requirements are undertaken and completed.
* Working as an advocate of Supported Employment services, identifying, developing and promoting new business development.
* Coordinating the identification, completion, implementation and review of relevant Program tenders.
* Developing and enhancing relationships with key stakeholders, both internal but particularly external.
* Making submissions (where appropriate) to relevant State or Federal Government offices on policy matters.

# Key skills

* High level of relationship management skill, internal and external.
* High technical level of knowledge regarding internal and external policy/legislative environment.
* High level of time/project management skills, across large number of relevant internal and external stakeholders.
* High level communication and persuasion skills.

# Internal contacts

Chief Executive Officer, Senior Leadership Team, Supported Employment Regional Managers, Supported Employment team.

# External contacts

Employers, Government Bodies, Private Agencies, Community Groups, Advocates & Family Members.

# Typical experience

Over 10+ years of experience in government funded employment services, in possession of relevant tertiary/post graduate qualifications in relevant field.

# Other comments

This position may have revenue and cost reduction targets. This position may have the title Head of Supported Employment.

# Position title: Regional Manager - Supported Employment Aon Position code: SUP.91902.5

**Level: 5**

**Responsible for**

Leading the regional service delivery of Supported Employment Services within an organisation.

# Report to

Operations Manager - Supported Employment Services

# Supervises

Service Managers within defined region.

# Main activities

* Delivering the national vision/strategy of the organisation in regards to goals and objectives of the Supported Employment service delivery function.
* Growing and improving the outcomes of the Supported Employment services business within the region, within a rapidly changing external and internal environment.
* Driving service delivery within the region, to align with the national focus and objectives, whilst responding to local environment/characteristics.
* Contributing to the national/regional strategy and driving this strategy within the region to enhance performance in line with contractual obligations and organisational guidelines.
* Lobbying external groups within the region and nationally to deliver improved business and client outcomes.
* Managing the delivery of business outcomes to achieve improved financial results and achievement of performance targets set for the region.
* Identifying opportunities which result in improved outcomes for all stakeholders.
* Managing the delivery of services across the region to ensure they meet all necessary internal and external compliance standards and legislative requirements, and ensuring that budget targets are met.
* Coordinating the identification, completion, implementation and review of relevant Program tenders.

# Key skills

* High level of time/project management skills.
* High level of relationship management skills.
* High level of knowledge regarding internal and external policy/legislative environment.
* High level communication skills.

# Internal contacts

Supported Employment team, Head of Supported Employment Services.

# External contacts

Employers, Government Bodies, Private Agencies, Community Groups, Advocates & Family Members.

# Typical experience

At least 5-10 years experience in Supported Employment services.

# Other comments

**Position title: Service Manager - Supported Employment Aon Position code: SUP.91902.4**

**Level: 4**

**Responsible for**

Leading the service delivery of a Supported Employment services team within an organisation.

# Report to

Regional Manager - Supported Employment.

# Supervises

Employment Consultant/Development Officers, Job Placement Trainers and Job Search Trainers.

# Main activities

* Ensuring, through effective and proactive line management, that the delivery of service as specified by the organisation is achieved.
* Monitoring and evaluating employees to ensure that procedures and policies are followed, and that goals, objectives and targets are met as per the organisational guidelines.
* Working with National/Regional Managers to develop and implement strategies for improved revenue generation, expenditure management etc.
* Identifying and developing opportunities and relationships which result in improved outcomes for the organisation and stakeholders.
* Supporting and disseminating National/Regional operational plans that are within the guidelines set by organisation.
* Driving service delivery within a Supported Employment team, managing the delivery of business outcomes to achieve relevant targets/measures.
* Effectively lobbying relevant external groups to deliver improved stakeholder outcomes.
* Coordinating the identification, completion, implementation and review of relevant Program tenders.

# Key skills

* High level of people management skills.
* Ability to work across multiple tasks, with competing time frames, across complex and sensitive problems both internally and externally.
* High relationship management skills, both internal and external.
* Good communication skills.
* Excellent knowledge of contractual/legislative obligations (OH&S, Job Placement Licence, ES Contract, Disability Services Standards, Disability Services Act etc).

# Internal contacts

Supported Employment team, National and Regional Managers.

# External contacts

Employers, Government Bodies, Private Agencies, Community Groups, Advocates & Family Members.

# Typical experience

3-5 years in Supported Employment area.

# Other comments

This role is distinct from Service/Site Manager - Internal Supported Employment, as the focus of this role is external.

# Position title: Service/Site Manager - Internal Supported Employment Aon Position code: SUP.91912.4

**Level: 4**

**Responsible for**

Leading both the service delivery and site management of a Supported Employment services site/team within an organisation.

# Report to

Regional Manager - Supported Employment.

# Supervises

Employment Consultant/Development Officers, other relevant team members at site.

# Main activities

* Ensuring, through effective and proactive line management, that the delivery of service as specified by the organisation is achieved.
* Monitoring and evaluating employees to ensure that procedures and policies are followed, and that goals, objectives and targets are met as per the organisational guidelines.
* Ensuring that schedules and work tasks are prioritised and delivered through delegation, supervision, assistance and involvement.
* Working with National/Regional Managers to develop and implement strategies for improved revenue generation, expenditure management etc.
* Identifying and developing opportunities and relationships which result in improved outcomes for the organisation and stakeholders.
* Driving service delivery within a Supported Employment team, managing the delivery of business outcomes to achieve relevant targets/measures.
* Monitoring monthly expenses, identifying, analysing and reporting any discrepancies/variances to appropriate level of seniority. Producing monthly reports that detail relevant information for Regional Manager etc.
* Ensuring employees are trained as per their individual requirements.

# Key skills

* High level of people management skills.
* Ability to work across multiple tasks, with competing time frames, across complex and sensitive problems both internally and externally.
* High relationship management skills, both internal and external.
* Good communication skills.
* Excellent knowledge of contractual/legislative obligations (OH&S, Disability Services Standards, Disability Services Act).

# Internal contacts

All stakeholder/employees of Business Services area/site. Supported Employment team.

# External contacts

External Customers, Suppliers, Government Bodies, Private Agencies, Community Groups, Advocates & Family Members.

# Typical experience

3-5 years in Supported Employment area.

# Other comments

This role is distinct from Service Manager - Supported Employment, as this role is internally focused in that the operations are within the organisation themselves. May have Frontline Management Certificate IV or equivalent level work experience.

# Position title: Employment Consultant/Development Officer Aon Position code: SUP.91902.3

**Level: 3**

**Responsible for**

Assisting and securing short-term and long-term unemployed job seekers in finding suitable and sustainable employment.

# Report to

Service Manager.

# Supervises

May have no supervisory requirements.

# Main activities

* Undertaking client assessments, identifying a clients ability to benefit from referred services.
* Assisting job seekers in completing their registration and creating a resume summary, and any other related paperwork.
* Consulting with clients to prepare and monitor individual Activity Agreements.
* Providing advice to clients on all aspects of the job search process, including Centrelink compliance requirements.
* Ensuring job seekers fully participate in job search activity, completing all requisite forms and logs.
* Undertaking proactive marketing of clients through cold calling, direct marketing activities and establishing relationships with local business.
* Monitoring of client activity to ensure job seeker obligations are met.

# Key skills

* Good communication skills.
* Relationship management skills, both internal and external.
* Knowledge of the contractual obligations (OH&S, Job Placement Licence, ES Contract).

# Internal contacts

Supported Employment Team.

# External contacts

Employers, Government Bodies, Private Agencies, Community Groups, Advocates & Family Members.

# Typical experience

No specific experience required, recruitment background may be advantageous

# Other comments

In some organisations, this role is distinct and separate from Employment Consultants/Development Officers that work with clients with disabilities, please see Employment Consultants/Development Officers - Disability Employment Network.

# Position title: Housing Team Leader

**Aon Position code: OTH.92900.4**

**Level: 4**

**Responsible for**

Ensuring the delivery of quality and professional housing management and related advisory services to tenants and prospective tenants in accordance with objectives, operating policies, procedures and values, government policy and statutory requirements.

# Report to

Operations Manager or Housing Director.

# Supervises

Housing Officers.

# Main activities

* Contributing to the achievement of the organisation's social housing mission and objectives and providing professional leadership and advice on all aspects of housing services delivery.
* Developing, implementing and ensuring the operation and review of policies and procedures across all key aspects of housing management activity.
* Ensuring that the appropriate skills and expertise are in place to provide the necessary level of professional services support including recruiting, developing and managing team members in accordance with policies, procedures and values.
* Ensuring the processes and policies in place for rent collection and lettings operate to a high level of effectiveness and efficiency to minimise debt accumulation, property availability and maximise rental income from leasing.
* Ensuring that appropriate procedures are in place to record, report and resolve tenancy related complaints in a timely, fair, consistent and effective manner.
* Leading the Housing Services Team in the delivery of quality and professional housing management and related advisory services to tenants/prospective tenants in accordance with objectives, policies, procedures, values, government policy and statutory requirements.

# Key skills

* Management, leadership and mentoring capability.
* Administrative, organisational, budgetary, reporting and planning skills.
* Excellent communication, negotiation and motivational skills.
* A detailed understanding of complex and challenging housing management issues including eviction and court proceedings.
* Client focus and the ability to act empathetically and with sensitivity and understanding.
* Analytical interpretation and advanced problem solving abilities.

# Internal contacts

Property Services.

# External contacts

Clients, Partner Agencies, Contractors and Suppliers.

# Typical experience

5+ years of experience in the public/community or private housing sector coupled with tertiary education.

# Other comments

**Position title: Housing Officer**

**Aon Position code: OTH.92900.3**

**Level: 3**

**Responsible for**

Delivering a range of quality and professional housing management and related advisory services to tenants and prospective tenants.

# Report to

Housing Team Leader.

# Supervises

None.

# Main activities

* Managing tenancies in accordance with, policies, procedures and values to ensure compliance with our housing services obligations and legislative requirements.
* Developing and maintaining effective working relationships with various tenant support/referral agencies and government departments, ensuring that support agencies carry out their duties in accordance with the relevant inter-agency agreement.
* Working in close consultation with the Property Services team to ensure property inspections are undertaken and defects and/or adaptations are undertaken in a timely and effective manner.
* Responding to responsive and routine maintenance requirements as required, in consultation with the Property Services team.
* Managing disputes and/or breaches in accordance with policies and procedures and legislative obligations.
* Tenancy management of transitional accommodation for disabled and homeless people throughout areas of operation.

# Key skills

* Strong customer service skills.
* Well developed organisational skills including ability to manage conflicting priorities and high case loads without affecting quality of service delivery.
* Well developed problem solving and influencing skills including ability to recommend strategies for resolution/service improvement etc to management.
* Good communication skills.

# Internal contacts

Property Services Team.

# External contacts

Clients.

# Typical experience

2+ years experience in a service environment, tertiary qualification desirable.

# Other comments

**Position title: Volunteers Manager**

**Aon Position code: OPR.90104.5**

**Level: 5**

**Responsible for**

Managing the Volunteers program within the organisation to ensure that the program meets the organisation's, client's and Volunteer's goals and expectations.

# Report to

Human Resources Director, Program/Service/Centre Regional Manager.

# Supervises

Some employees in this role may supervise Volunteers Coordinators, other employees will have no supervisory responsibilities.

# Main activities

* Developing an organisation-wide Volunteers program strategy, defining key program outcomes and implementing policies and procedures to ensure that strategic goals are met.
* Monitoring and evaluating existing Volunteer initiatives and implementing new Volunteer initiatives to ensure that the Volunteer program throughout the organisation is maximised.
* Assisting Management to initiate projects and organise work opportunities in order to take full advantage of various skill sets offered by Volunteers.
* Raising awareness within the organisation with regard to the skills that Volunteers can bring to the organisation and the type of work that can be completed by Volunteers, ensuring the ongoing recognition of Volunteers and their valuable contribution to the organisation.
* Overseeing the recruitment of Volunteers.
* Planning and implementing appropriate training and support programs on an ongoing basis to enable Volunteers to provide practical assistance, emotional support and information to clients.
* Reporting on all activities relating to Volunteers activity and the effectiveness of the Volunteer program.

# Key skills

* Strategic thinking and planning skills.
* Strong management, leadership, team building, consulting and negotiation skills.
* Organisational and decision-making ability.
* Administrative ability.
* Strong analytical and interpersonal skills.

# Internal contacts

Volunteers, Operations Staff, Human Resources Staff, Marketing & Fundraising Staff.

# External contacts

Prospective Volunteers, Clients, Government Service Staff, Community Service Staff, Support Network Groups, Donors, Support Network Groups.

# Typical experience

5 - 7 years of experience either in a Human Resources environment or as a Volunteers Coordinator.

# Other comments

**Position title: Volunteers Coordinator**

**Aon Position code: OPR.90104.3**

**Level: 3**

**Responsible for**

Recruiting, interviewing, selecting, orienting, training, placing, supervising, motivating, recognising and evaluating volunteers.

# Report to

Volunteers Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Working with the Volunteers Manager to determine where Volunteers are needed within the organisation and to plan recruitment and training programs.
* Writing job descriptions for each Volunteer role and recruiting Volunteers on a regular basis.
* Preparing literature describing Volunteer tasks and providing training and support to Volunteers to enable them to provide practical assistance, emotional support and information to referred clients and their families.
* Motivating Volunteers, ensuring that Volunteers remain enthusiastic, and administering the Volunteer reward and recognition program.
* Maintaining administrative records regarding current numbers of Volunteers within the organisation, the jobs they are performing and the cost savings they are contributing to the organisation.
* Handling, resolving or escalating complaints made by both Volunteers and recipients of Volunteer Services.
* Managing and maintaining the Volunteers database.
* Seeking new sources for Volunteer recruitment.
* Evaluating and reporting on the efficiency of policies and procedures utilised within the role.

# Key skills

* Knowledge or experience in Volunteer coordination and community resourcing.
* Relationship building and negotiation skills.
* Recruitment and training capability.
* Administrative ability.
* Excellent oral and written communication skills.

# Internal contacts

Volunteers, Operations Staff, Human Resources Staff, Marketing & Fundraising Staff.

# External contacts

Prospective Volunteers, Clients, Government Service Staff, Community Service Staff, Support Network Groups, Donors, Support Network Groups.

# Typical experience

3 - 5 years of experience either in a Human Resources environment or as a Volunteers Assistant.

# Other comments