



## PROJECT LEADER – EMPLOYMENT SERVICES (NSW/VIC) POSITION PROFILE - 12 month contract

### ***PART A: POSITION DESCRIPTION***

<b>Position Title:</b>	<b>Aspect Employment – Project Leader</b>	<b>Location:</b>	<b>National Office (Frenchs Forest)</b>
<b>Group:</b>	<b>Aspect Employment</b>	<b>Reports to:</b>	<b>State Manager NSW, Aspect Adult Community Service and Aspect Employment</b>

### ***ORGANISATION PURPOSE***

A different brilliant<sup>®</sup> - understanding, engaging and celebrating the strengths, interests and aspirations of people on the autism spectrum.

<b>Vision</b>	<b>Mission</b>	<b>Values</b>
The best opportunities for people on the autism spectrum	We work with people of all ages on the autism spectrum, delivering evidenced-informed solutions that are person centered, family-focused and customer-driven	We are passionate about people, about being positive and about what's possible

### ***Team Purpose***

Aspect Employment delivers successful employment outcomes for people of on the Autism spectrum, providing work readiness programs and employment mentoring. We focus on individual strengths-based work, purpose, and long-term, meaningful employment outcomes.

## Position Purpose

Support and lead the implementation of the Aspect Employment program, including collaborating to develop new and existing employment services.

Project Leader responsibilities include the coordination and completion of projects on time within budget and within scope. The person will lead and collaborate on all aspects of projects, under the supervision of State Manager NSW- Aspect Adult Community Service and Aspect Employment. This will include setting deadlines, consulting to determine broader team responsibilities for implementation and monitoring and reporting on progress of projects. There will be an ongoing need to summarise and present to upper management regarding the status of projects. Additionally, there will be a responsibility to review employment services that support employment outcomes of individuals on the autism spectrum, and contributing to proposals for future projects and continual improvement strategies. This position has responsibility for contributing to the achievement of Aspect's strategic plan by:

- Working as part of the leadership team to maintain and build the Aspect Employment service
- Ensuring the effective delivery of high-quality employment supports
- Supporting and driving quality delivery of advice, information and training to job seekers and employers regarding disabilities, disadvantages, barriers & employment related issues
- Maintaining and building on existing productive networks and relationships with employers, client groups, and other service agencies
- Driving a service provision that ensures quality employment outcomes that match the needs of the person, resulting in long term job retention.
- Building “road map” services for participants, employees and the organisation, which cycles for continuous improvement.
- Developing strategies and tools for employment services, referrals, job coaching and support, and staff engagement (such as work focus and onboarding).

<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Ensure that all projects are delivered on-time, within scope and within budget.</li><li>• Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility.</li><li>• Ensure resource availability and allocation.</li><li>• Develop a detailed project plan to monitor and track progress.</li><li>• Manage changes to the project scope, project schedule and project costs using appropriate verification techniques.</li><li>• Measure project performance using appropriate tools and techniques.</li><li>• Report and escalate to management as needed.</li></ul>
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	<ul style="list-style-type: none"> <li>• Manage and develop relationships with Participants and stakeholders.</li> <li>• Undertake risk management activities to optimise project success and safety.</li> <li>• Create and maintain comprehensive project planning documentation, including communication and delivery materials.</li> <li>• Meet with participants/families and staff to gather details and feedback on current service model.</li> <li>• In collaboration with the leadership team, delegate project tasks based on staff members' individual strengths, skill sets and experience levels.</li> <li>• Track project performance, specifically to analyse the successful completion of short and long term goals.</li> <li>• Use and continually develop leadership skills.</li> <li>• Attend conferences and training as required to maintain proficiency.</li> <li>• Perform other related duties as assigned.</li> <li>• Demonstrated ability to develop, facilitate, promote and evaluate projects.</li> <li>• Proven ability to build rapport and relationships with various stakeholders.</li> <li>• Strong time management and task prioritising skills.</li> <li>• High level written, oral communication and computer skills.</li> <li>• Ability to work unsupervised and within a team environment.</li> <li>• Demonstrated ability to organise and coordinate events.</li> <li>• Ability to work positively and professionally under pressure, manage timelines and work with competing deadlines and priorities.</li> </ul>
<p><b>Requirements</b></p>	<ul style="list-style-type: none"> <li>• Proven working experience in project leadership.</li> <li>• Demonstrated ability to develop, facilitate, promote and evaluate projects.</li> <li>• Proven ability to build rapport and relationships with various stakeholders.</li> <li>• Excellent Participant/staff-facing and internal communication skills.</li> <li>• Excellent written and verbal communication skills.</li> <li>• Demonstrated ability to organise and coordinate events.</li> <li>• Solid organisational skills including attention to detail and multitasking skills.</li> <li>• Strong time management and task prioritising skills.</li> <li>• High level written, oral communication and computer skills.</li> <li>• Ability to work unsupervised and within a team environment.</li> <li>• Ability to work positively and professionally under pressure, manage timelines and work with competing deadlines and priorities.</li> </ul>

	<ul style="list-style-type: none"> <li>• Strong working knowledge of Microsoft Office and Excel.</li> </ul>
<b>Project Office/leader top skills &amp; proficiencies</b>	<ul style="list-style-type: none"> <li>• Coaching.</li> <li>• Project Lead/Coordinator.</li> <li>• Process Improvement.</li> <li>• Planning.</li> <li>• Verbal Communication.</li> </ul>

**Outcomes**

<b>Key Result Area:</b>	<b>Requirements &amp; Expectations</b>	<b>Success Indicators</b>
<b>Employment Services</b>	<ul style="list-style-type: none"> <li>• Maintain and build on Aspect’s existing employment services.</li> <li>• Promote the dignity and valued status of people with disabilities through communications, feedback and guidance provided to Employment Mentors and other stakeholders.</li> <li>• Celebrate the achievements of people on the autism spectrum.</li> <li>• Be familiar with a variety of the field's concepts, practices and procedures.</li> <li>• Perform a variety of tasks.</li> <li>• Lead and direct the work of others to ensure deadline at met.</li> <li>• A wide degree of creativity and latitude is expected.</li> <li>• Enhance organisation reputation for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance of/increase in job seeker numbers and placements.</li> <li>• Clear goals exist for the service.</li> <li>• Staff are clear about their roles and responsibilities.</li> <li>• There is clear evidence of person centred and individualised approaches being adopted.</li> <li>• Morale and culture are both positive and supportive.</li> </ul>
<b>Referral Base</b>	<ul style="list-style-type: none"> <li>• Apply strategies and techniques that pro-actively market and promote Aspect’s employment service.</li> <li>• Maintain productive relationships with job seekers, referral agencies and employers to develop referral base and deliver a high quality and effective employment service.</li> <li>• Continually survey the local job market in order to locate suitable employment opportunities.</li> <li>• Work with employers to deliver timely employment outcomes for Aspect’s job seekers.</li> </ul>	<ul style="list-style-type: none"> <li>• Collateral exists and strategies implemented.</li> <li>• Regular enquires and referrals are received for service.</li> <li>• Job pathways are achieved in a timely fashion.</li> <li>• Employer networks and contacts continue to grow and diversify.</li> </ul>

<b>Job Coaching and Support</b>	<ul style="list-style-type: none"> <li>• Develop and maintain model employment pathway plans in consultation with participants, which identify specific employment outcomes, work preparation strategies, job seeking strategies, tailored interventions (including other service providers) and employment support activities.</li> <li>• Promote, organise and provide autism awareness training to employers and external bodies.</li> <li>• Train co-workers and supervisory personnel on working with individuals with disabilities.</li> <li>• Achieve job placements and sustainable employment outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>• Employment paths exist with clear goals and outcomes.</li> <li>• Training materials are developed and delivered with job seekers, employers and coworkers.</li> <li>• Regular face-to face and on- the-job support is provided.</li> <li>• Retention rates are maintained beyond 13 and 26 weeks.</li> </ul>
<b>Contract Administration and Reporting</b>	<ul style="list-style-type: none"> <li>• Ensure reporting, documentation and evaluation are completed within the required timeframes.</li> <li>• Ensure all service deliverables are captured and invoiced through the relevant data base, Salesforce or NDIS Portal.</li> </ul>	<ul style="list-style-type: none"> <li>• Records and files are maintained to the required quality standard.</li> <li>• Care link records are up to date and all fields captured.</li> <li>• Invoices and individual accounts are up to date.</li> </ul>
<b>Safeguarding the people we support</b>	<p>Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support.</p> <ul style="list-style-type: none"> <li>• Coordinators, Managers and Executive are responsible for ensuring staff: <ul style="list-style-type: none"> <li>○ Follow safeguarding guidelines as outlined in Aspects Safeguarding the People We Support policy and Code of Conduct.</li> <li>○ Complete all mandatory safeguarding training</li> <li>○ Comply with mandatory reporting and legal requirements</li> </ul> </li> <li>• Coordinators are required to: <ul style="list-style-type: none"> <li>○ Alert next level Managers to any concerns and/or issues that may warrant investigation.</li> </ul> </li> <li>• Managers and Executive are required to: <ul style="list-style-type: none"> <li>○ Be the escalation point for all concerns and/or issues and investigate, in consultation with relevant business unit (i.e. HR/Quality).</li> <li>○ Promote a safeguarding culture and educate staff in understanding the need for ongoing vigilance.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Internal reporting systems, procedures and policy requirements are adhered to and fulfilled (i.e. Riskman reporting/actions).</li> <li>• All external reporting agencies are notified as required and within timeframes.</li> <li>• Investigations are followed through to resolution and learnings used to inform improved practice.</li> <li>• Learning Management System (LMS) confirms staff have completed mandatory training.</li> <li>• Voice survey results report staff are comfortable to raise concerns and/or issues and they are acted</li> </ul>

<p><b>Work Health and Safety</b></p>	<p>Members of the Aspect management network are considered “officers” according to the WHS Act and accordingly are responsible for ensuring Aspect has arrangements in place to comply with legal obligations.</p> <ul style="list-style-type: none"> <li>• Fulfil your obligations to ensure Aspect complies with its work health and safety obligations under WHS laws.</li> <li>• Hold managers within your business unit accountable for their health and safety responsibilities.</li> <li>• Fulfil your duty to exercise due diligence. Due diligence means you must: <ul style="list-style-type: none"> <li>○ acquire and keep up to date knowledge of work health and safety matters.</li> <li>○ understand the operations of the business and the hazards and risks involved.</li> <li>○ ensure appropriate financial and physical resources and processes are provided to enable hazards to be identified and risks to be eliminated or minimised.</li> <li>○ ensure information regarding incidents, hazards and risks is received and the information is responded to in a timely way.</li> <li>○ ensure the business has, and implements, processes for complying with any legal duty or obligation.</li> <li>○ verify the provision and use of resources and processes.</li> </ul> </li> </ul>	<p>upon.</p> <ul style="list-style-type: none"> <li>• Injury rates are low or negligible</li> <li>• Work, Health &amp; Safety matters are included as part of regular meetings.</li> <li>• Incident forms and safety risks are forwarded on time to the WHS Consultant.</li> <li>• RTW plans are in place for any injured employee.</li> <li>• WHS matters are included as part of regular meetings.</li> <li>• Identified hazards, issues or risks are evaluated and appropriate management controls applied.</li> </ul>
<p><b>Quality Control</b></p>	<ul style="list-style-type: none"> <li>• To contribute to the development and improvement of quality, risk and compliance systems, improving organisational capability and performance through continuous improvement initiatives and coordinating audit requirements across all Aspect Employment programs.</li> <li>• Works closely with Aspect Employment staff to review and evaluate Aspect Employment compliance with the National Standards for Disability Services, reviewing /refining systems, documentation and process as required.</li> <li>• Review documentation to support organisational needs, requirements and to comply with regulations.</li> <li>• Ensure all documentation is correctly registered, tracked and filed and</li> </ul>	<ul style="list-style-type: none"> <li>• Achieve compliance to National Standards for Disability Services.</li> <li>• Refine and update documentation aligning to National Standards requirements.</li> <li>• Conduct internal audits and report on status at Quality and Risk committee meeting as per audit schedule.</li> <li>• Meet regulations and standards.</li> <li>• Maintenance of document, record and archiving management based</li> </ul>

	<p>all document registers are updated and maintained to meet control and numbering requirements.</p> <ul style="list-style-type: none"> <li>• Monitor review of audit schedule and report as necessary.</li> </ul>	<p>on required reporting.</p> <ul style="list-style-type: none"> <li>• Audit reports developed in consultation with Service Leaders and National Manager.</li> </ul>
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## **PART B: POSITION CRITERIA**

<b>Capabilities</b>	<b>Collaboration</b>	<i>Working effectively with others both internally and externally to accomplish goals and achieve positive outcomes.</i>
	<b>Attitude</b>	<i>A non judgmental and empathetic attitude with a willingness to accept and proactively assist people of diverse backgrounds and people with a disability.</i>
	<b>Planning and organising</b>	<i>Be expected to operate efficiently, being accountable for organising own time and resources in the best possible manner to achieve the required outcomes.</i>
	<b>Problem Solving</b>	<i>Identify and provide solutions to meet the needs of job seekers, employment agencies and employers by providing assistance to other staff in solving issues and identifying improvements to services and processes where there is an opportunity to do things more effectively.</i>
	<b>Customer Service Focus</b>	<i>Strong direct marketing and negotiating skills making efforts to listen to and understand the client (both internal and external); anticipating needs and giving high priority to client satisfaction.</i>
	<b>Attention to Detail</b>	<i>Accomplishing tasks through concern for all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time.</i>
	<b>Tolerance for stress</b>	<i>Maintaining stable performance under pressure and/or opposition (such as time pressure or job ambiguity); resilient attitude, adaptability to change.</i>
<b>Knowledge &amp; Experience</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Experience in Disability Employment Services with leadership and/or project responsibilities.</li> <li>• Demonstrated knowledge of autism.</li> <li>• Demonstrated understanding of the disability field and barriers to employment experienced by people with disabilities, injury and health conditions.</li> <li>• Proven ability to place clients into employment and to maintain sustainable employment outcomes.</li> <li>• Proven ability to build rapport and maintain effective relationships with job seekers, peers and relevant</li> </ul>	

	<p>agencies/key stakeholders towards gaining and maintaining sustainable employment opportunities.</p> <ul style="list-style-type: none"> <li>• Demonstrated high level professionalism, compliance and attention to detail.</li> <li>• Ability to manage time and workloads effectively to business priorities in a challenging environment.</li> <li>• Highly developed interpersonal skills with strong verbal &amp; written communication skills.</li> <li>• Excellent customer service skills.</li> <li>• Strong direct marketing and negotiating skills.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Several years' experience in working within Disability Employment Services including development and implementation of programs.</li> <li>• Demonstrated experience working with a range of disabilities.</li> </ul>
<p><b>Qualifications / Requirements of role</b></p>	<ul style="list-style-type: none"> <li>• May require a bachelor's degree and up to three (3) years of experience in the field or in a related area, in particular with NDIS and adult employment programs.</li> <li>• Tertiary qualification in Welfare, Social Science or Disability Studies – preferred.</li> <li>• Certificate IV in Employment Services – advantage.</li> <li>• Demonstrated intermediate computer skills, including Microsoft Office applications.</li> <li>• Driver's Licence valid in Australia and use of own vehicle for business purposes – desirable.</li> <li>• Ability to travel interstate – desirable.</li> <li>• Completion of NDIS Worker Orientation Module.</li> <li>• NDIS Worker Check (NDISWC): appropriately cleared.</li> <li>• Working with Children Check (WWCC): appropriately cleared.</li> <li>• International Police Check (<i>if applicable</i>).</li> </ul>

**PART C: APPROVED BY**

**Position Approved by:** Rachel Kerslake National Director, Individual & Community Services, April 2021