



INFORMATION AND COMMUNICATIONS SERVICES

Job Title: Information and Communications Officer

Reports to: General Manager

Location: Deaf Victoria Office, Level 3, 340 Albert St East Melbourne. The position may include some country travel and after-hours work as agreed.

Deaf Victoria was established in 1982 as a result of an identified need for deaf people to represent deaf people in all areas of public life. Since that time, we have grown to become the peak organisation of deaf and hard of hearing Victorians. Deaf Victoria now provides individual advocacy services funded by state government and other project-based representation, training and information.

The philosophy behind Deaf Victoria is that deaf and hard of hearing people have equal rights to take part in and have access to all aspects of community life and to do so with pride.

Deaf Victoria serves all deaf and hard of hearing people whether or not they are members. The major criteria for eligibility to use the service are that the person is deaf or hard of hearing, or part of the Deaf Community. The role of Deaf Victoria is to be accountable and responsive to the needs of deaf people living in Victoria. It achieves this by consulting widely within the deaf and wider hearing communities by providing advocacy, representation, advice, support and information.

Deaf Victoria has a Board of Management whose role is to provide policy and strategic guidance for employed staff to carry out. The General Manager is accountable to the Deaf Victoria Board.

Scope of Position:

The key performance measure for this position is that information about the work of Deaf Victoria and issues affecting deaf and hard of hearing Victorians is well communicated to our members, community and stakeholders.

The suitable applicant will be able to take information from a variety of sources and tailor how it is presented to suit various cohorts, purposes and will develop strategies and tools to assist Deaf Victoria's overall communication strategies.

The suitable applicant will have a passion for communication and be savvy with online platforms and various communication outputs- text, video, visuals. They will also be able to adapt quickly to make sure information is current and work with a fun and dynamic team who are equally enthused about working in the Deaf sector.

The Information and Communications Officer will report to the General Manager.

Tasks and Responsibilities:

1. Provide support to Deaf Victoria team in communicating key information by
 - a. Working with Project Officer to develop communication strategies, resources and clear messages to keep stakeholders and community informed about project work
 - b. Creating information and promotion strategy for DHHS funded Advocacy Service in partnership with Individual Advocacy Officer
 - c. Taking direction from General Manager and Board about other important communications and content

Percentage of required time- 40%

2. Maintain accurate information on Deaf Victoria communication channels by
 - a. Ensuring information on the Deaf Victoria website is up to date and functional
 - b. Posting regularly on the Deaf Victoria social media channels, sharing other relevant content and generating on-shares of Deaf Victoria content
 - c. Managing Deaf Victoria email subscribers list and e-news content

Percentage of required time- 30%

3. Improve Deaf Victoria's overall ability to provide accurate and timely information by
 - a. Reviewing and updating internal documentation related to information and communication
 - b. Referring and responding to general enquiries via email, Facebook and other channels
 - c. Developing standard response templates for Facebook and email enquiries
 - d. Assisting in the collation and reporting of data related to enquiries to assist in building evidence for further services or funding applications
 - e. Identifying opportunities for leveraging information from other organisations

Percentage of required time- 20%

4. General duties
 - a. Ensure compliance with human resources management and other guidelines including workplace health and safety, equal opportunity employment and anti-discrimination requirements
 - b. Act in accordance with Deaf Victoria Quality Manual and other relevant internal processes
 - c. Other duties as required by the Deaf Victoria General Manager or Board

Percentage of required time- 10%

Selection Criteria Essential:

- Excellent communication skills in Auslan and written English
- Experience in updating websites, management of business Facebook page and creating public facing information in Auslan and written English
- Extensive knowledge of Victorian Deaf Community and where to find relevant information
- Ability to work independently, as a member of a team and with external organisations
- Well-developed time management skills with strength in planning and meeting deadlines

Desirable:

- Formal study or qualification in communications, marketing or community engagement
- Experience in working in small not for profit organisations
- Experience with video editing and publishing software
- High level of interpersonal communication skills, which includes the ability to present information clearly and effectively to a variety of audiences