



Job Title: Team Leader- Advocacy and Outreach

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 two key performance measures for this position are that individual advocacy services are delivered in line with Department of Families Fairness and Housing (formerly DHHS) guidelines and that COVID-19 Outreach services are delivered.

The successful applicant for this role will lead a small team with support and oversight from the Deaf Victoria General Manager. The Team Leader will have a small case load of individual advocacy clients and in addition, support newer advocacy offers to work with Deaf and hard of hearing people and the broader community to educate them about the human rights of Deaf and hard of hearing people. COVID-19 outreach supports to be delivered will be coordinated by the Team Leader with guidance from the Project and Grants Coordinator.

This position will suit an individual with experience in delivering advocacy or community capacity development activities who also has an understanding of the strategic and broader context of advocacy, outreach and information services. An ability to translate on the ground advocacy work into systemic action such as representation, submission writing or presentations to government or other relevant bodies will be required.

The Team Leader- Advocacy and Outreach will report to the General Manager.

Tasks and Responsibilities:

1. Lead COVID-19 Outreach services and activities by:
 - a. Working in collaboration with COVID-19 Project Coordinator to develop strategies to identify, connect and engage with relevant community groups and individuals
 - b. Overseeing COVID-19 specific resource development for identified cohorts in collaboration with Information and Communications Officer
 - c. Overseeing training to Deaf Community led groups on how to receive, share and disseminate information- particularly on social media
 - d. Identifying gaps in COVID-19 information produced by government departments to improve systemic advocacy and support/advice for mainstream agenciesPercentage of required time- 40%

2. Coordinate DFFH funded individual advocacy services by:
 - a. Providing training and guidance to relevant staff such as Individual Advocacy Officer and Information and Communications Officer to ensure DHHS quality and audit standards are met and targets achieved
 - b. Developing and maintaining a framework to guide Deaf Victoria's advocacy work that includes client-centered approach
 - c. Establishing relationships with relevant service providers and within the Deaf sector to enhance referral processes.
 - d. Maintaining a small case load of advocacy clientsPercentage of required time-30%

3. Contribute to broader advocacy and outreach goals by:
 - a. Representing Deaf Victoria's clients and community on various committees and advisory groups
 - b. Coordinating opportunities for community input through forums and focus groups
 - c. Contributing to documentation such as submissions or grant applications
 - d. Presenting to community members or professionals on rights-based issues or how to work with Deaf and hard of hearing VictoriansPercentage of required time- 20%

4. General duties
 - e. Ensure compliance with human resources management and other guidelines including workplace health and safety, equal opportunity employment and anti-discrimination requirements
 - f. Act in accordance with Deaf Victoria Quality Manual and other relevant internal processes
 - g. Other duties as required by the Deaf Victoria General Manager or BoardPercentage of required time- 10%

Selection Criteria

Essential:

- Auslan skills are essential to be able to fully articulate all aspects of this position
- Very good written English skills
- High level of interpersonal communication skills, which includes the ability to present information clearly and effectively to a variety of audiences
- Excellent customer service skills with understanding and adherence to standard enquiry response times
- Understanding of and adherence to client confidentiality protocols and data management
- An understanding of the sector wide challenges for Deaf and hard of hearing individuals in an NDIS, person-centered framework

Desirable:

- Formal study or qualification in case management, policy development or advocacy
- Experience in leading small teams
- Community based service delivery including experience in advocacy, community development, or community education
- Demonstrated understanding of relevant federal and state legislation, which affects Deaf and hard of hearing people
- Lived experience of deafness or understanding of the Deaf Community and Auslan*

*This position is targeting a group of applicants (deaf or hard of hearing people) who have a protected attribute (disability) as defined in the Equal Opportunity Act 2010. As such, the desirable selection criteria for the applicant to have a lived experience of deafness is a 'special measure', permitted in line with this legislation.

Applications close Tuesday 6th April, 5pm and should include a resume/curriculum vitae and brief cover letter in Auslan or English.

Interviews will be conducted in Auslan on Tuesday 13 April and Wednesday 14 April after 5pm.

For enquiries or to submit an application, please contact Deaf Victoria General Manager, Maxine Buxton: jobs@deafvictoria.org.au