



Job Title: Intake and Advocacy Officer

Reports to: Team Leader – Advocacy and Outreach

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 to act as Deaf Victoria's first point of contact for enquiries and advocacy. This position includes customer services and administration by responding to enquiries and providing referrals where necessary.

The Intake and Advocacy Officer will also work alongside the Team Leader – Advocacy and Outreach to support deaf and hard of hearing people, enabling them to achieve their advocacy goals. This role aims to increase the awareness of the available resources and services to empower deaf and hard of hearing people to achieve inclusion, access and participation. The successful applicant will also work directly with clients to support them to overcome current barriers or discrimination.

*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 Thursday 20th May at 5pm and should include a resume/curriculum vitae and brief cover letter in Auslan or English. Interviews will be conducted in Auslan on Monday 24th, Tuesday 25th and Wednesday 26th May.

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

Tasks and Responsibilities:

1. Customer Service
 - a. Provide customer service by responding to enquiries
 - b. Assess enquiries and provide referrals to Deaf Victoria's Individual Advocacy Services where necessary
 - c. Assist in the collection of data related to enquiries

Percentage of required time- 30%

2. Provision of DFFH funded individual advocacy services
 - a. Support the provision of Deaf Victoria's Individual Advocacy Service through intake and advocacy of deaf and hard of hearing clients across Victoria
 - b. Ensure processes for documentation, record keeping, confidentiality and reporting are implemented and adhered to
 - c. Adhere to DFFH quality and audit standards

Percentage of required time- 60%

3. General duties
 - a. Ensure compliance with human resources management and principles including workplace health and safety, equal employment opportunity and antidiscrimination requirements
 - b. Act in accordance with Deaf Victoria Quality Manual and other relevant internal processes
 - c. Other duties as required by the Team Leader

Percentage of required time- 10%

Selection Criteria

Essential:

- Very good communication skills in Auslan and written English
- Ability to take on guidance and feedback to work as a member of a team
- A "can do" attitude and desire to support the development of innovative solutions and approaches to best meet the needs of deaf and hard of hearing people
- Very good organisational and customer service skills

Desirable:

- Knowledge of Deaf sector and key issues and potential solutions for Deaf Community members
- Advocacy or client-based intake procedure expertise
- Community based service delivery including experience in advocacy, community development, or community education
- Understanding of and adherence to client confidentiality protocols and data management