



## Intake and Advocacy Officer

- **Hours:** 3 days per week
- **Remuneration:** \$74,172 per year (pro-rata) classified under the SCHADS Award at Level 4 pay point 1
- **Status:** 12-month contract
- **Location:** Based in Melbourne CBD and flexible working from home option

### About Deaf Victoria

Established in 1982, Deaf Victoria is the peak representative and advocacy body for Deaf and hard of hearing Victorians. Our vision is a world in which Deaf and hard of hearing people experience equality, opportunity and connection, and are valued for their unique contributions towards a diverse society. Our core work is to advance the needs and aspirations of Deaf and hard of hearing people, break down barriers and build foundations for a society that acknowledges and celebrates their contributions and capabilities.

We do this through engaging deeply with our stakeholders and advocating for improved human rights and equal opportunities through using our shared lived experience and knowledge.

### About the role

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 Advocacy Officer 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.

## Position description

### Major duties

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: 60%

2. Provision of DFFH funded individual advocacy service:
  - 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: 40%

## Key selection criteria

### Essential criteria

1. Very good communication skills in Auslan and written English
2. Ability to take on guidance and feedback to work as a member of a team
3. 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
4. Very good organisational and customer service skills
5. Lived experience of being Deaf, deaf or hard of hearing<sup>1</sup>.

### Desirable criteria

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<sup>1</sup> 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 essential selection criteria for the applicant to be deaf or hard of hearing is a 'special measure,' permitted in line with this legislation. More information: <https://www.humanrights.vic.gov.au/for-organisations/special-measures/>

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

## Reporting

The role reports to the Deaf Victoria General Manager. The role works closely with the Advocacy Officer.

## Benefits of working at Deaf Victoria

- Accessible, supportive and culturally Deaf safe workplace
- High degree of autonomy and support
- Sector-leading professional development
- Career mentoring opportunities by working with a Deaf General Manager
- Flexible hours that promote work-life balance
- Collaborative atmosphere with other organisations in the deaf and advocacy sectors
- Salary packaging is available

## Employment conditions

Deaf Victoria is an Equal Opportunity Employer. People with disability, people from culturally and/or linguistically diverse backgrounds and Aboriginal people are strongly encouraged to apply for this position.

All employees are subject to screening and assessment against child safety standards, including rigorous background, identity and reference checks. The successful applicant will require a current Working with Children Check and Police Check (costs reimbursed) and must agree to adhere to our child safe policy and code of conduct.

## Recruitment process

If you are interested in this position, you are strongly encouraged to organise a discussion with Philip Waters to get a good understanding of the role and ask any questions you may have. You are strongly encouraged to take advantage of this opportunity as this will help you decide if you have the skills to undertake this role.

Information webinars for all roles will be held in Auslan on Wednesday 6 July 2022 6-6:30pm to inform interested candidates about the role. These webinars will be live streamed via Zoom and there will be an opportunity for applicants to ask questions anonymously to protect the identity of potential applicants. To participate in the webinar, use this [link](#).



If you require an Auslan interpreter or you experience any difficulties in joining the webinar, please SMS Philip Waters on 0405 419 866.

Applications should be addressed to Philip Waters, Deaf Victoria's General Manager, and emailed to [jobs@deafvictoria.org.au](mailto:jobs@deafvictoria.org.au) with 'Intake and Advocacy Officer' in the subject line and **must** include (in English or Auslan):

- a **brief cover letter/email** with a summary of your skills and experience including where you saw the job advertised,
- **your resume**, including contact details for a minimum of two referees, including your last line manager (we will not contact referees without your permission),
- a separate document no more than two pages detailing your **response to key selection criteria**

**Applications close midnight AEST on Sunday 17 July 2022.**

Interviews are likely to be held in the week commencing 18 July 2022 in Melbourne or on Zoom by appointment. Remote interviews by Zoom may be considered for shortlisted candidates on request.

If you have any questions about the role or want to request a one-on-one session, please contact Philip Waters on 0405 419 866 or email [jobs@deafvictoria.org.au](mailto:jobs@deafvictoria.org.au).

Deaf Victoria acknowledges the support of the Victorian Government.