

Position Description

Role Details

Role:	Information and Referral Officer
Reporting To:	Wayfinder Hub Manager
Work Location:	Redfern, Sydney
Status:	Full-Time (35 hours per week) Maximum Term Contract role until 30 June 2020 (With a possibility of extension, dependant of funding)
Work Arrangement:	Rostered Shifts All shifts are Mon-Fri and include: <ul style="list-style-type: none">• 8.30am-4.30pm• 9.30am-5.30pm• 11.30am-7.30pm (once a fortnight only)
Award Classification:	Level 4 (\$69,879 plus super and salary sacrificing) Social, Community, Home Care & Disability Services Award 2010

Role Purpose

The Wayfinder Hub is a two year project to establish a national disability information and referral service facilitating links between people with disability and specialist and mainstream services by providing telephone and web based information, linkages and referrals. Through the Hub, people with disability will build skills, knowledge and capacity to achieve their goals and be included in all aspects of community life which includes being co-creators of knowledge. Likewise, the Hub will serve mainstream organisations seeking disability guidance and advice. Through the project people with disability and their families will obtain the information, advice and referrals they need to understand choices, link to appropriate supports and make informed decisions that will enable happier, enriched, safer lives, full community participation and the enjoyment of rights. The Hub is open to the community to contact us via phone, email or internet chat for assistance on any aspect of disability information.

Responsibilities & Main Duties

Advocacy

- Assess requests for advocacy support:
 - Obtaining all contact information
 - Advise client that their information will be passed to the Allocations Officer to contact for them to call and discuss their needs

- At all times, to work within a supported decision making framework.
- Work with clients to develop self-help and self-advocacy skills.

Information, Linkage and Referral

- Provide linkage information to connect incoming enquirers to internal and external supports and services
- Provide information to service providers supporting people with disabilities
- Record details of each enquiry on the database and / or keep other records as required.
- Provide consistently high standards of support and services in a high volume work environment
- Participate in training and education activities to raise awareness of disability rights.

Systemic and Advocacy

- Contribute to systemic advocacy initiatives by participating in specific projects as required and proactively identifying emerging systemic issues in the course of providing individual / group advocacy.

Organisational Participation

- Participate in organisational activities such as staff meetings, planning meetings and team development initiatives.
- Participate in relevant professional development and review activities including training
- Carry out administrative tasks, enter accurate case notes in a timely manner and maintain files and statistics as directed
- Identify and recommend changes to program procedures where appropriate
- Participate in Promotional Activities:
 - Promote the Wayfinder Hub, broader PWDA programs and supports to other appropriate services and agencies through networking and attending interagency meetings when required.
 - Present at community information sessions to raise awareness of the Wayfinder Hub
- Undertake other duties as directed within the scope of this role.

PWDA reserves the right to alter this position description from time to time in accordance with the needs of the organisation

Selection Criteria

Essential

- Experience in the disability sector
- Stakeholder engagement capability
- Problem solving skills (this role will face barriers, be presented with challenges, so we need someone who can work successfully through them).
- Ability to work independently and as part of a team
- Understanding and commitment to the rights and interests of people with disability
- Excellent interpersonal and communication skills, with the ability to liaise with a wide range of people such as clients, their associates, services providers and government departments
- Well-developed negotiation skills with the ability to remain tenacious
- Strong documentation skills including managing information and record-keeping
- Demonstrated capacity to manage time frames and competing priorities
- Ability to work effectively with people in stress or crisis, remaining resilient and managing boundaries
- Cultural competency
- High level computer and website literacy

Desirable

- Personal or family experience of disability
- Experience in a call centre environment
- Previous experience in the community services sector
- Degree in social sciences or related discipline

Other Job Requirements

- Working with Children Check
PWDA is a registered employer under the Child Protection (Working with Children) Act, 2012. The successful applicant must be approved under the Working with Children Check prior to taking up appointment.
- NSW Police Check
PWDA receives funding from Ageing, Disability and Home Care (ADHC), NSW Department of Families and Community Services (FACS) under the Disability Inclusion Act 2014. The successful applicant must be approved under the NSW Police Check prior to taking up appointment.
- Six-month probationary period.

Application Processes

Contact:

Email: recruitment@pwd.org.au
Phone: (02) 9370 3100 or 1800 422 015
TTY: 1800 422 016

For more information about this role, please contact Alicia Bairle, Wayfinder Hub Manager, using the contact details above.

Submit your application by email on recruitment@pwd.org.au. If you need to submit your application in an alternative format, please contact Maja using the contact details above.

Your application needs to include:

- Your full resume
- A letter outlining how you meet the selection criteria
- 2 referees contact details.

PWDA is a proud employer of people with disability, and people with disability are strongly encouraged to apply for these positions. We are an EEO employer and we embrace the diversity of our people, such as diversity in disability, race, cultural background, ethnicity, age, gender identity, sexual orientation or intersex status.