Position Description

Senior Coordinator – Northern Territory

Department: Impact

Reports to: Chief Impact Officer

Location: Darwin, NT

Position Purpose:

The Senior Coordinator – Northern Territory works under the direction of and consultation with the Chief Impact Officer with strategic input from Service GMs.

With an in-depth understanding of the needs of communities, this role will be proactive in creating impact on the lives of Deaf and hard of hearing Territorians through connecting them to Deaf Connect's services, building partnerships with key stakeholders and building community engagement.

The success of this position will be measured by an increase in the number of Territorians accessing Deaf Connect's various service offerings, with a view to achieving viability within three years, and the number of local partnerships and connections. This role will also play a key role in the development and implementation of our Aboriginal and Torres Strait Islander Strategy, with a particular focus on place-based approaches.

Position – Key Results Areas

1. Community Engagement
2. Government and Stakeholder Relations
3. Service Development and Advocacy
4. Service Delivery

ACCOUNTABILITY				
Has direct responsibility over	[1]		Recommends, advises, interprets	[2]
Shares responsibility with others	[3]		Provides information	[4]

Community Engagement

- Develop and maintain productive relations with Deaf and hard of hearing community members and their families [1]
- Coordinate and deliver community-based engagement activities and events [1]
- Build connections with local Deaf Indigenous communities [1]
- Raise awareness and supports available to Deaf and hard of hearing members [1]

Government and Stakeholder Relations

- Develop and maintain relations with key service-related stakeholders including but not limited to the NT Government, NT-based service providers, the NDIA and sector organisations [1]
- Support external organisations, services and agencies to respond to the needs of Deaf and hard of hearing Territorians and Indigenous communities [1]

Service Development and Advocacy

- Collaborate with service areas to drive uptake of and growth in services, including leading local-based advocacy and negotiations that results in enhanced access and growth to services for Territorians [2]
- Liaise with service areas and the Impact Team to secure and deliver key projects including the NT Government-funded Interpreting & Scholarship programs [2]

Service Delivery

- Respond to enquiries for information from Deaf and hard of hearing people and their families [2]
- Support and assist individuals to use our services [2]
- Provide information on and support clients to understand, access and utilise NDIS [2]
- Deliver services in NT as required [1]
- Maintain records of service delivered and income monthly for reporting and tracking [1]
- Develop a framework for local service growth to achieve viability within three years [1]

Cultural competence

- Ensure that the cultural and communication needs of individuals are accommodated [1]

General-

- Undertake other duties as required as directed by the Chief Impact Officer or management [1]
- Provide a high standard of professional service by upholding the vision, mission and values of the organisation. [1]
- Comply with Deaf Connect policies and procedures for workplace health and safety, ensuring that you do not place yourself or others at risk of injury. [1]
- Understand and work within the relevant parts of the Deaf Connect quality management system. [1]
- Oversee the utilisation and maintenance of the Darwin office [1]

DECISION MAKING

Decisions	**Recommendations**
Spending within the approved budget and authorised delegation	Aboriginal & Torres Strait Islander strategy & engagement
Working within the organisation's strategic and business plans	Policies and service directions and priorities

PRIMARY RELATIONSHIPS

Internally in Deaf Services	**Purpose / Relationship**
Chief Impact Officer	Line Management, strategic directions, support and advice
GM – Information Services	Support and advice
Service GMs & Managers	Collaboration on areas of shared responsibility, provide information on service gaps, and growth opportunities
Other Departments within Deaf Services	Collaboration on areas of shared responsibility

External to Deaf Services	**Purpose / Relationship**
Deaf and hard of hearing Territorians and their families	Consultation and support
Members of local Indigenous communities and their families	
NT Government	
Local organisations and stakeholders	

Persons/functions that report to this position	**Role / Relationship**
Nil	

KNOWLEDGE AND SKILLS

Requirement for skills / Knowledge in this position

[N] None **[L] Little need** **[D] Desirable**
[M] Moderate **[I] Important** **[C] Critical**

	N	L	D	M	I	C
Innovating						*
Planning					*	
Organising						*
Patience & Friendliness						*
Customer/Client Orientation						*
Administration					*	
Auslan					*	
Professionalism						*
Acceptance						*
Problem Solving						*
Decision Making						*
Implementation						*
Communication						*
Flexibility						*
Consultation						*
Participation						*

SELECTION CRITERIA

Essential

- Ability to communicate using Auslan
- Acknowledgement of Aboriginal and Torres Strait Islander culture and sign languages
- Direct experience in working with Indigenous communities
- Deaf and/or Indigenous heritage
- Relationship building skills
- Strong effective communication skills

- Well-developed interpersonal skills
- Ability to conduct external engagement
- Ability to work with minimal supervision
- Polite and flexible attitude
- Driver's Licence
- NDIS Worker Screening, or commitment to obtaining this prior to commencement

Desirable

- Experience in working within the Deafness field
- Knowledge of NDIS
- Qualifications in any discipline
- Knowledge of Human Rights

OTHER

It is desirable that the person be of Indigenous Heritage.
Section 105 of the Anti-Discrimination Act 1991 (QLD) permits an employer to specifically screen applicants on grounds of heritage.

SALARY

Salary will be based on qualifications and level of experience. Salary packaging will be available.

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ACKNOWLEDGEMENT

Please sign below your agreement of the above position description

_____

(Please Print Name)

_____ _____

(Signature) (Date)