


POSITION DESCRIPTION

Engagement and Development Leader

	Position Title	Engagement & Development Leader
	Division	People Operations – Support Services
	Classification	Salaried
	Employment Status	Part Time or Full Time
<p><i>At Merriwa, our Dream, Purpose and Values guide the way we work together with our clients, customers and each other. By caring about our business and each other we can help more people in our community.</i></p> <p>Our Dream</p> <p><i>We are part of a future where people of all abilities reach their potential and they feel respected, happy and confident.</i></p> <p>Our Purpose</p> <p><i>We provide an environment which encourages people to reach their potential while delivering quality products and services to our customers and clients.</i></p>		<p>Our Values</p> <p><i>The Merriwa team has shared values which result in taking PRIDE in our work and our role in supporting our community.</i></p> <ul style="list-style-type: none"> • Prosperity We are successful in the provision of our products and services, and having a positive working environment • Responsibility We treat the Merriwa business like it is our own business • Integrity We are honest and work to high standards • Diversity We understand that every person has different abilities and we welcome, accept and celebrate our differences • Excellence We are committed to being the best we can be, every day, as we serve our clients and our customers
Position Summary		
<p>At Merriwa we are committed to supporting the employment and career development of people with all abilities. The purpose of this role is to provide employment services, including workplace support to NDIS participants, and to assist them in achieving their goals as set out in their NDIS plans. The Engagement & Development Leader’s role supports participants to reach their full potential through attainment and development of skills and abilities while at work; while positively contributing to a work environment that places significant value on personal growth, respect, dignity and diversity.</p>		
Organisational Relationships		
Reports to:	Support Services Coordinator	
Reportees:	Nil	
Key Internal Liaisons:	Support Services Team Divisional Leaders and Supervisors All participants and employees Other support functions including Safety & Quality; HR & Wellbeing; Continuous Improvement; Administration	
Key Internal Forums:	Divisional Teams Supported Employee Advisory Committee Occupational Health and Safety Committee	
OH&S Accountabilities		
<p>Whilst at work and in accordance with the <i>OH&S Act 2004</i>, I acknowledge that I must:</p> <ol style="list-style-type: none"> i) Take reasonable care for my own health and safety; ii) Take reasonable care for the health and safety of persons who may be affected by my acts or omissions at the workplace; and 		

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- iii) Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare.

Areas of Responsibility

PRIMARY OBJECTIVES

- Ensure a comprehensive understanding of the dream, vision, purpose and values of Merriwa and the employment supports and services it provides to participants
- Maintain current knowledge of NDIS systems and practices in order to provide quality employment services to participants
- Understand the risk, quality and compliance framework for the provision of employment services
- Ensure a safe and healthy working environment through adhering to Merriwa OH&S policies and procedures, taking reasonable care for yourself and others
- Develop and foster positive team relationships and provide professional advice and assistance to the business as required in relation to employment services for participants
- Evaluate employment service processes and procedures and make recommendations to deliver continuous improvement
- Comply with all relevant legislation, and the Merriwa and NDIS Code of Conduct. Understand the impact of legislation and standards on work practices and provision of employment services. Respect the rights and confidentiality of individual participants in accordance with the Charter of Human Rights

SPECIFIC DUTIES

- Contribute to opportunities to access employment services through the support of Work Experience, Structured Workplace Learning, Ticket to Work and SLES placements and other employment transition initiatives
- Assist with the pre-employment, onboarding and orientation processes for new participants
- Use a collaborative and coaching approach to work with participants to undertake the development, implementation, monitoring and review of their Category 10 NDIS goals
- Undertake the appropriate assessment of the participant's skills, abilities, competencies and experience for specific work tasks or duties in order to determine and address safety and wellbeing, vocational, competency, productivity and wage requirements
- Ensure reporting, documentation, administrative and billing matters are dealt with in a timely and accurate manner (eg: service agreements, activity levels, funding)
- Maintain accurate and current participant records. Collect and maintain appropriate information as legislatively required and provide reports as requested
- Analyse the relevant business environment to identify and address as appropriate, current and emerging risks and quality/compliance issues relating to the provision of employment services
- Maintain current knowledge of relevant services and organisations, and effectively liaise/advocate with service providers, other interested parties and families as necessary
- Attend and participate in relevant production meetings and other divisional activities
- Work effectively within a team environment, while also exercising capacity to operate in a self-directed manner as required
- Apply creative and well developed, problem solving skills and resources to address opportunities and issues for participants that may arise
- Be a positive role model, demonstrate leadership qualities and work with diverse groups of participants and employees
- Exercise sound interpersonal and communication skills with all team members, participants, employees and advocates
- Undertake other duties as directed, commensurate with skills and requirements of the position

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Key Selection Criteria

Essential

- Minimum Certificate IV in relevant qualification,
- Minimum 3 years relevant experience
- Mandatory checks including Police Check and Working with Children, DWES
- Experience in working with people with barriers to employment
- Ability to engage and build rapport with people from a wide range of life experiences, diversity and cultural backgrounds
- The ability to be flexible within the team and offer support and mobility to ensure adequate support for all members of the All Abilities team.
- Communicate and form working partnerships with external stakeholders to best create adequate supports for our employees to succeed in employment.
- Proven ability to manage timelines for expected duties, creating beneficial outcomes.
- Computer literate and proficient in Microsoft Office, other operating systems and facilitating access to appropriate assistive technology

Desirable

- An understanding of the NDIS framework and relevant practices
- Experience in developing response plans, work plans and work agreements for individuals with challenging behaviours
- Experience in undertaking risk assessments
- Strong administration skills with the ability to work in a risk minimisation and compliance driven environment
- Knowledge of manufacturing processes would be advantageous

Approved By

Name: _____ **Signed:** _____ **Dated:** _____
Manager People Operations

Accepted By

Name: _____ **Signed:** _____ **Dated:** _____
Engagement & Development Leader