



<b>Position Title:</b> AT Mentor	<b>Entity:</b> Independent Living Assessment Inc (iLA)
<b>Reports to:</b> AT Chat Project Lead	<b>No of Direct Reports:</b> Nil
<b>Industrial Instrument / Job Level:</b> Common Law Contract - Tier 5 Support CLC	<b>Primary Location:</b> East Perth/Remote work set up
<b>Position Requirements</b>	
<p><b>Primary Purpose</b></p> <p>Independent Living Assessment (iLA) is committed to its purpose of enhancing health and wellbeing by connecting the community with trusted knowledge and expertise. Our vision is to promote a community in which participation, living independently and inclusion are valued and supported. As an organisation iLA has a strong focus on building its capacity to innovate and grow through its funded programs, including “AT Chat”.</p> <p>The AT Chat project aims to increase the capability and confidence of people with disability to make assistive technology (AT) decisions through access to peer support and peer-led information.</p> <p>The role of the AT Mentor is to provide AT advice to people with disability and others. within a defined scope-of-practice of low-mid cost AT, utilising a peer support model. They provide independent AT advice to customers by discussing their needs and situation and help identify the most appropriate and safe AT solution. The position also provides administration and engagement support to AT Chat and the AT Mentoring Service as required.</p>	
<p><b>Key Accountabilities/Responsibilities</b></p> <p><b><u>Health Safety Wellbeing &amp; Environment</u></b></p> <ul style="list-style-type: none"> <li>• Comply with all health, safety and hygiene policies, systems, and WH&amp;S legislation to maintain an appropriate working environment</li> <li>• Ensure all incidents, accidents, injuries, hazards or property damage are reported. Identify any relevant safety improvements and work collaboratively with the Work Health and Safety program.</li> <li>• Contribute to a culture that supports wellbeing.</li> </ul> <p><b><u>Functional</u></b></p> <ul style="list-style-type: none"> <li>• Deliver AT Mentoring via telecommunication.</li> <li>• Provide AT advice and written advice to support customers (people with disability, older people, AT users) in choosing low-mid cost AT that meets their needs, is safe and right for them.</li> <li>• Provide impartial information and guidance about AT possibilities to support choice.</li> <li>• Research suitable AT solutions to meet the needs and goals of customers.</li> <li>• Identify customer AT requests that require external referral to medical or allied health professionals.</li> <li>• Support the referral triage and customer intake.</li> <li>• Maintain accurate and timely administrative records on relevant customer record management systems.</li> <li>• Assist in the development of customer handouts or community resources.</li> <li>• Assist in the development and participate in the delivery of engagement activities for AT Chat and AT Mentoring Services with the Team Lead and Brand and Communications Team.</li> </ul>	

- Support the Team Lead in the delivery of outcome measures in the activity work plan and Departments of Social Services Information Linkages and Capacity Building (DSS ILCB) grant deliverables.
- Access iLA Occupational Therapist or Allied Health Professional for supervision when required.
- Engage with social media, and provide support to the online Facebook Group 'Chatterbox Assistive Technology Chat'.
- Undertake other duties as assigned.

### **Operational**

- Build and maintain relationships with customers, suppliers, regulators, and other external stakeholders
- Contribute to, and demonstrate by example, the vision, mission and values
- Participate and/or engage in all activities that relate to Group strategic initiatives and key issues
- Identify and implement improvement opportunities within the Group and participate in continuous improvement of the wider organisation by recommending sensible changes and communicating issues that may affect the organisation

### **People & Culture**

- Participate actively with colleagues in the leadership team to deliver integrated business outcomes
- Ensure cultural optimisation through engaging in fit-for-purpose cultural programs
- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace

### **Administration**

- Meet activity based KPI's and report on functions of responsibility
- Ensure delivery of services and support within Service Level Agreements
- Ensure all operational and administrative processes are undertaken in accordance with established policies and procedures and associated processes are maintained and accessible in appropriate formats and designated locations

### **Key Performance Indicators & Measures**

*Indicators of effective performance in the position. KPI's are to be SMART goals. They are identified in the PDR to be specific to the individual teams and the position in a specified point in time.*

### **Key Relationships**

*Key positions or groups with whom the individual will interact to perform the work of the position.*

#### **Internal**

- Executive team
- Leadership team
- All other teams in the organisation

#### **External**

- Customers, families and carers
- ILCB grant funded organisations
- Sector peers/competitors
- Peak bodies
- Government representatives and departments (local, State and Federal)
- Consultants and advisors

### **Key Behaviours**

Behavioural competencies or 'behaviours' are effectively attributes we display as we carry out our work, and 'how'. Below identifies KEY competencies (6-12 key to the role) integral to the success of this position and the organisation. For this job classification level key competencies critical for success will be **Operational Behaviours**.

<u>Strategic Behaviours</u>	<u>Leadership Behaviours</u>	<u>Operational Behaviours</u>			
<input type="checkbox"/> Aligning Performance for Success <input type="checkbox"/> Analytical Thinking <input type="checkbox"/> Critical Thinking <input type="checkbox"/> Building Strategic Working Relationships <input type="checkbox"/> Change Management <input type="checkbox"/> Innovation & Creativity <input type="checkbox"/> Leading through Vision & Values <input type="checkbox"/> Strategic Decision Making	<input type="checkbox"/> Adaptability <input type="checkbox"/> Building Customer Loyalty <input type="checkbox"/> Building Partnerships <input type="checkbox"/> Leading the Team – people centric <input type="checkbox"/> Coaching/developing others <input type="checkbox"/> Delegating Responsibility <input type="checkbox"/> Decision Making <input type="checkbox"/> Information Monitoring <input type="checkbox"/> Influencing /Negotiation <input type="checkbox"/> Managing Conflict <input type="checkbox"/> Project Management <input type="checkbox"/> Digital capability <input type="checkbox"/> Business Acumen <input type="checkbox"/> Growth mindset <input type="checkbox"/> Agile Approach <input type="checkbox"/> Stakeholder engagement <input type="checkbox"/> Stress Tolerance/Resilience	<input checked="" type="checkbox"/> <b>Applied Continuous Learning</b> <input type="checkbox"/> Marketing & Comms <input checked="" type="checkbox"/> <b>Build Trust</b> <input checked="" type="checkbox"/> <b>Communication</b> <input checked="" type="checkbox"/> <b>Client Liaison</b> <input checked="" type="checkbox"/> <b>Demonstrates Initiative</b> <input type="checkbox"/> Energy <input type="checkbox"/> Formal Presentation <input type="checkbox"/> Gaining Commitment <input type="checkbox"/> Legislative & Industry Standards <input checked="" type="checkbox"/> <b>Initiative &amp; Self Management</b> <input checked="" type="checkbox"/> <b>Quality &amp; Work Standards</b> <input checked="" type="checkbox"/> <b>Results Focused</b> <input type="checkbox"/> Safety & Environmental Excellence <input checked="" type="checkbox"/> <b>Teamwork</b> <input type="checkbox"/> Tenacity			
<b>General Assessed</b>					
Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit		
<b>Work Related Requirements</b>					
<p><b>Knowledge &amp; Skills (Social, Personal &amp; Technical) &amp; Equipment</b></p> <p><i>The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position</i></p> <ul style="list-style-type: none"> <li>• Lived experience of disability and assistive technology.</li> <li>• Current understanding of National Disability Insurance Scheme (NDIS) and other disability sectors desirable but not essential.</li> <li>• Excellent computer skills, including Microsoft office.</li> <li>• Capability to build relationships and effectively communicate with others</li> <li>• Adopt change management activities, to achieve successful outcomes</li> <li>• Ability to liaise with leaders and key stakeholders both internally and externally</li> <li>• Ability to think and act operationally, exercising sound judgement</li> <li>• Ability to prioritise and meet deadlines, sometimes working with incomplete information</li> <li>• Sound understanding of customer relationship management</li> </ul>					
<p><b>Work Experience</b></p> <p><i>The type and extent of previous work experience that is necessary to perform in the position</i></p> <ul style="list-style-type: none"> <li>• Role/s in similar position and/or industry, with exposure to at least one of the functional areas encompassed by this role</li> <li>• Operational experience</li> </ul>					
<b>Clearances, Licences or Registrations</b>					
WWC <input checked="" type="checkbox"/>	NDIS Worker Screening Check	AHPRA <input type="checkbox"/>	NCCHC <input type="checkbox"/>	Drivers Licence	

	<input checked="" type="checkbox"/>			<input type="checkbox"/>
<b>Qualifications</b>				
<ul style="list-style-type: none"> <li>• Certificate IV in Assistive Technology Mentoring or equivalent qualification</li> <li>• Working with children check</li> </ul>				
<b>Extent of Authority</b>				
<p>Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.</p>				
<p>Prepared &amp; Approved By: Prepared by Kate Martinez, Peer Support Lead  Date Reviewed/Modified: 2/05/2023  *All PDs should be sent to P&amp;C for approval and uploading to sharepoint</p>				
<p>Related Documents: <b>PD Work Instructions, Behaviours Guide</b></p>				
<b>HR Use Only</b>				
<p><b>Risk Assessed Role (NDIS Worker Screening Check) Yes, NDIS risk assessed role</b>  C) A role for which the normal duties is likely to require more than incidental contact with a person with disability  Date the role was assessed: 1/02/2022 Assessed By: Lisa Karabin, People &amp; Culture Manager  *Will depend on the role</p>				