

Position Title: AT Chat Project Lead	Entity: Independent Living Assessment Inc (iLA)
Reports to: Program Manager	No of Direct Reports: 1-4
Industrial Instrument / Job Level: Common Law Contract - Tier Professional	Primary Location: East Perth
Position Requirements	
<p>Primary Purpose</p> <p>The AT Chat project aims to increase the capability and confidence of people with disability to make assistive technology decisions through access to peer support and peer-led information. The AT Chat Project Lead role will involve working within a multidisciplinary team to support the delivery of key project outcomes.</p> <p>This role will lead and coordinate the AT Chat program deliverables including overseeing a team of AT Peer Navigators, building and maintaining relationships with key national stakeholders, and ensuring the project achieves its goals in a timely and efficient way.</p>	
<p>Key Accountabilities/Responsibilities</p> <p>Health Safety Wellbeing & Environment</p> <ul style="list-style-type: none"> • Demonstrate leadership in, role model and comply with all health, safety and hygiene policies, systems, and OH&S legislation to maintain an appropriate working environment • Ensure all incidents, accidents, injuries, hazards or property damage are reported and managed. Identify and implement safety improvements working collaboratively with the Work Health and Safety program. • Contribute to developing and nurturing a culture that supports wellbeing. • Acknowledge the duty of care obligation and are always committed to upholding child safety. • Have a zero-tolerance approach to child abuse reporting any suspected incidents in line with the Child Safe Procedure <p>Functional</p> <ul style="list-style-type: none"> • Project management of AT Chat key deliverables outlined in the Activity Work Plan including working with external vendors and key internal stakeholders. • Reporting outcomes of grant deliverables to appropriate government departments. • Lead a team of AT Peer Navigators to deliver peer support, applying evidence-based practice across AT Chat service design, ensuring customer satisfaction. • Contribute to the ongoing review and development of existing AT Chat digital platforms including the website, and customer relationship management systems. • Co-develop and lead the implementation of the engagement strategy plan to support the increase in reach of information, advice and referral about AT for people with a disability including intersectional communities (First Nations, CALD, LGBTQIA+ and rural and remote communities). • Establish and maintain partnerships with disability organisations and AT peak bodies to support collaboration and dissemination of AT Information Products across Australia, targeting key stakeholders identified in the contemporary engagement plan. • Establish a new Consumer Reference Group to ensure AT Chat provides quality evidence-based information informed by those with lived experience, including intersectionality. • Working in collaboration with Marketing and Communications Team, use co-design principles to create information products related to assistive technology in partnership with AT Chat’s community. 	

- Represent iLA and AT Chat at conferences, seminars, workshops, expos, and other forums.
- Keep informed of disability and NDIS reform and updates and be share this information in a clear and concise manner to your team and relevant internal and external stakeholders.
- Manage communication of progress/status within the core team (internal and external) and escalate issues, as necessary.
- From time to time, undertake other reasonable duties as requested by your manager.

Strategic

- Contribute to, and demonstrate by example, the vision, mission and values
- Maintain a strong network across the industry and relationships with suppliers, regulators, customers and other external stakeholders
- Contribute to the creation and implementation of the Group’s overall long term strategy and annual business plans (i.e. think strategically about the group and the organisation).
- Contribute to driving and enhancing long term organisational sustainability and performance
- Lead, participate and/or engage in all activities that relate to Group strategic initiatives and key issues
- Identify, implement and communicate continuous improvement opportunities and participate in continuous improvement of the wider organisation

People & Culture

- Demonstrate collaborative behaviour across the organisation to contribute to ensuring ‘one organisation’ where multifunctional team performance is optimised.
- Participate actively, and work closely and constructively, with colleagues in the leadership team to deliver integrated business outcomes
- Ensure cultural optimisation through engaging in fit-for-purpose cultural programs and embedding these within the Group (initiated via the Brand and People Group)
- Role model positive leadership to employees
- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace
- Manage resource requirements to ensure appropriate coverage within approved budget

Budgeting & Administration

- Manage and report on performance against budget
- Develop, manage, and report on functions of responsibility
- Meet revenue and activity based KPI’s
- Participate in annual business planning and Group budgeting
- Ensure delivery of services and support within agreed budgets
- 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 at 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

- Sector peers/competitors
- Peak bodies

	<ul style="list-style-type: none"> • Government representatives and departments (local, State and Federal) • Consultants and advisors • Suppliers and vendors • Community care customers and families
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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 primarily be in Operational Behaviours with some Leadership 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 checked="" type="checkbox"/> Leading through Vision & Values <input type="checkbox"/> Strategic Decision Making	<input checked="" type="checkbox"/> Adaptability <input type="checkbox"/> Building Customer Loyalty <input type="checkbox"/> Building Partnerships <input checked="" 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 checked="" 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 checked="" type="checkbox"/> Stakeholder engagement <input type="checkbox"/> Stress Tolerance/Resilience	<input checked="" type="checkbox"/> Applied Continuous Learning <input type="checkbox"/> Marketing & Comms <input type="checkbox"/> Build Trust <input checked="" type="checkbox"/> Communication <input type="checkbox"/> Client Liaison <input checked="" type="checkbox"/> Demonstrates Initiative <input type="checkbox"/> Energy <input type="checkbox"/> Formal Presentation <input type="checkbox"/> Gaining Commitment <input type="checkbox"/> Legislative & Industry Standards <input checked="" type="checkbox"/> Organisation & Self - Management <input type="checkbox"/> Quality & Work Standards (including clinical or/ and technical) <input type="checkbox"/> Results Focused <input type="checkbox"/> Safety & Environmental Excellence <input checked="" type="checkbox"/> Teamwork <input type="checkbox"/> Tenacity

General Assessed

Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit
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Work Related Requirements

Knowledge & Skills (Social, Personal & Technical) & Equipment

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

- Capability to build relationships, effectively negotiate and influence others
- Implement change management activities, to achieve successful outcomes
- Ability to liaise with senior leaders and key stakeholders both internally and externally
- Ability to think and act strategically, exercising sound judgement
- Ability to prioritise and meet deadlines, sometimes working with incomplete information
- Sound understanding of customer relationship management
- Networking, influencing and relationship building skills

- Excellent written and verbal communication skills; able to translate technical AT information into plain language, develop peer-facing resources, and present to diverse audiences.
- Working knowledge of assistive technology pathways, funding options (e.g., NDIS, state-based schemes, workplace modifications), and common barriers to AT access.
- Lived experience of disability and/or significant experience working alongside people with disability in peer-led models.

Work Experience

The type and extent of previous work experience that is necessary to perform in the position

- Role/s in similar position and/or industry, with exposure to most of the functional areas encompassed by this role
- End-to-end project delivery experience: scoping, planning, delivery, risk management, budget oversight, reporting, continuous improvement, and on-time milestone achievement.
- Strong operational planning capability translating strategy into deliverables, with dashboards/KPIs and benefits tracking.
- Strong engagement skills with experience creating and delivering against an engagement plan to meet project outcomes.
- Previous experience developing information products across various mediums and utilising social media to boost engagement (desirable).
- Proven experience leading a small team, including supervision, coaching, performance development, and safe workload management.

Qualifications, Registrations, Clearances & Certifications

- NDIS Worker Screener Check
- Degree/Diploma qualification in Disability, Community Services, Project or Leadership Management, Public Health and/or significant relevant industry and positional experience in the Disability sector, community engagement and/or project management

Extent of Authority

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.

Prepared & Approved By: Jill Perry, Program Manager
 Date Reviewed/Modified: 15/01/2026
 *All PDs should be sent to P&C for approval and uploading to SharePoint

Related Documents: **PD Work Instructions, Behaviours Guide**

Risk Assessed Role (NDIS Worker Screening Check) Yes Required
 Date the role was assessed: 15/01/2026 Assessed By: Lisa Karabin, People & Culture Manager
 *Will depend on the role