



VIVID

Position Description

TITLE: Employment Coach

REPORTS TO: Employment Coordinator

DIVISION: Commercial Operations

TIME COMMITMENT: 60 hours per fortnight

DATED: 01 May 2025

POSITION SUMMARY

The key responsibilities of the Employment Coach are:

1. Supporting the implementation of Vivid's Employment Pathway, under direction of the Employment Coordinator.
2. Collating individualised employment pathway plans for NDIS Participants to overcome barriers to employment.
3. Supporting positive relationships with key stakeholders to sustain employment and work experience opportunities.
4. Working with NDIS Participants to support them to increase work and further education readiness through capacity building and training.
5. Supporting Participants to undertake work experience, placement or employment.
6. Coordinating employer training to assist in achieving sustainable employment outcomes.
7. Supporting positive connections with specialist schools and secondary schools to support school leavers seeking employment outcomes.

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CORE RESPONSIBILITIES

Responsibilities	Performance Measures
1. Operations	
1.1 Employment Pathway	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Supporting the implementation of Vivid's Employment Pathway in consultation with the Employment Coordinator • Collating individualised employment pathway plans for participants
1.2 Community partnerships	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Supporting positive connections with specialist schools and secondary schools • Identifying new community partnerships and connections opportunities for job placement, work trials and ongoing employment • Coordinating 'on the job' placements and work experience opportunities as guided by the Employment Coordinator
1.3 Capacity building and training	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Supporting the implementation and delivery of capacity building training plans to support employment goals • Providing on the job training for participants and employers as required
1.4 Reporting	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Providing timely support to the Employment Coordinator to prepare reporting to internal and external bodies as required
1.5 Other duties as directed	

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Responsibilities	Performance Measures
2. Finance	
2.1 Compliance with financial procedures and systems	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Complying with financial procedures including (but not limited to) purchasing and payment authorisations, reporting and other accountability procedures
2.2 Other duties as directed	
3. Customers	
3.1 Customer Journey	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Ensuring that each client's Customer Journey and employment goals are actively considered throughout their association with Vivid. •
3.2 Customer support	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Assisting, as required, with the regular surveying of clients, parents/ carers, staff and other stakeholders. • Assisting, as required the collection and reporting of data in a timely manner. • Ensure that all key projects have a commitment to improving the quality of services.
3.3 Other duties as directed	
4. People	
4.1 Change management	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Building the brand to have cohesion between employees' values and those of the organisation -

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Responsibilities	Performance Measures
	our staff must live, breathe and believe in the values of Vivid.
4.2 Assist and provide support	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Timely responses to requests for advice and support to colleagues as required • Proactive, and not just reactive, support of staff • Offering advice and support to staff, for dealing with issues as they arise • Ensuring lines of communication are open and flowing in all directions • Thorough and detailed documenting of all actions
4.3 Model appropriate values and behaviours in respect to service delivery, relationships with staff and peer groups	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Active and regular participation in staff meetings • Promote the Values of Vivid at every opportunity • Contribute content to publications such as CEO Update and Voice which emphasise the Values
4.4 Other duties as directed	

ADDITIONAL RESPONSIBILITIES

As directed by the CEO, Business Manager (Work Crew) Loddon and Business Manager (Day Services) Loddon.

ACCOUNTABILITIES

Refer to the Accountabilities published on Vivid's website.

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ORGANISATIONAL RELATIONSHIPS

Reports to: Employment Coordinator

Supervises: Nil

Internal liaisons: All Vivid staff and volunteers.

External liaisons: Vivid's clients, parents, carers and families; business operators and the broader community; other disability services providers; State and Federal Government departments and regulatory authorities.

ESSENTIAL ATTRIBUTES

Judgement and Decision Making

The position involves problem solving and the development of options, and strategies to address issues.

The position will require the use of initiative in developing approaches and resolving issues.

Specialist Skills and Knowledge

A commitment to a person-centred approach to service delivery with the aim of improving the quality of life for people with a disability.

Understanding of the requirements of relevant legislation including the Victorian Charter of Human Rights and Responsibilities, the Privacy Act and the Occupational Health and Safety Act.

Management and Leadership Skills

The ability to effectively plan, organise and manage one's own time.

Demonstrated ability to be proactive and show initiative.

Ability to communicate effectively, efficiently and openly.

Ability to manage and adapt to a range of challenging situations.

Experience in employee supervision and leadership with training mentoring and coaching.

Well-developed computer skills with a preference for the ability to utilise all Microsoft Office programs.

Ability to understand financial reports including monthly profit and loss reports, forecasting and budget setting.

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Interpersonal Skills

Ability to establish rapport with other members of the Vivid team and contribute to the development of a pro-active visionary work culture in the organisation;

Highly developed written and oral communication skills.

Ability to develop collaborative networks within professional and client communities.

Ability to work in a busy and changing multi-disciplinary team.

Excellent communication and negotiation skills.

Licences and registrations

A current NDIS Worker Screening Check and current Working with Children's Check.

A current Australian driver's licence.

Desirable

Experience in working with people with a disability.

A current unrestricted Australian Driver's licence.

First Aid certificate.

Certificate IV Employment Services.

Additional information

Vivid encourages staff to explore Salary Packaging benefits which allows employees to tailor their salaries to best suit their individual personal and financial needs.

Vivid recognises that everyone has different responsibilities and needs. The organisation aims, whenever practicable, to provide flexible working arrangements which balance an individual's requirements.

Date: / /

Signed:

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Employment Coach

Date:

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Signed:

Kylie Liebmann
Chief Executive Officer