

**Amaze**

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## Amaze Position Description

<b>Position Title:</b> Manager, Information and Support Programs	<b>Division:</b> Information and Support Programs
<b>Reporting To:</b> CEO	<b>Effective Date:</b> 01/12/2018
<b>Direct Reports:</b> 3	<b>FTE:</b> 1.0

### Amaze Social Impact, Purpose and Strategic Directions

**Our Social Impact:** Amaze aims for a society that i) respects the dignity of every person on the autism spectrum and ii) offers each of them opportunities for meaningful participation and to make a valued contribution.

**Our Purpose:** We build awareness and understanding of autism. We develop community capacity by working with others to help them value and support people on the autism spectrum and their families.

**Outcomes to be achieved by 2040:** 1) Community awareness and understanding of autism in Victoria increases over time; 2) Attitudes and behaviours towards people on the autism spectrum by the Victorian community (government, private and social sectors) improves over time; 3) Opportunities for meaningful participation and a valued contribution increase for people on the autism spectrum.

**Strategic Activities:**

*Build awareness and increase understanding of autism* through media activity to promote facts and dispel myths, World Autism Awareness Day, provision of information and resources.

*Advocate for positive change* through quality, evidence based advice to governments and other organisations on critical issues for autistic people including early identification and assessment, NDIS, education, employment, mental health, women & girls.

*Community engagement and capacity building* through consultation with the autism community, improving knowledge, skills and capability of individuals and private, public and social organisations.

## Position Summary and Overall Scope

The responsibilities and deliverables for this role respond to Outcome 1 (KPI 1.6) and Outcome 3 (KPI 3.1, 3.2, 3.3) of the Amaze Strategic Plan 2017-2020 – to build the skills of autistic people and their families to advocate for their needs and are able to participate and contribute to the community.

The Manager will oversee Amaze's Autism Information Adviser Service and Peer Support programs (FTE 9.35), that supports autistic people and their families to build their individual capacity to determine and advocate for their own support needs.

Amaze has recently been funded to deliver an enhanced service to support autistic people, their families and carers within the NDIS – providing information and support across multiple channels including phone, email, webchat, SMS. Amaze will trial the expanded service 12 months with the intent of national roll-out for which new funding will be required.

The Manager, Information and Support Services is responsible for the effective delivery of Amaze's Autism Information Adviser service and Peer Support programs. The deliverable for the role include:

1. Day-to-day management of the Autism Information Advisor team and the Peer Support Team at Amaze, providing direction and leadership to staff in these areas. This would include developing strategies to employ autistic people.
2. Operational management, driving service efficiency and quality improvements (including identification of future technology enhancements) and effective outcomes measurement of the service, along with reporting against funding agreements.
3. Identifying and developing future funding opportunities for Amaze's Information and Support Services, including grant writing.

It is Amaze's ambition to expand the Autism Information Adviser service nationally.

As part of Amaze's principle that autistic people and their families are at the centre of all we do, Amaze seeks to employ autistic people. All Amaze staff are required to support autistic employees by making adjustments (both in the way we work and the physical environment) to support that person's needs.

## Key Responsibilities

### Autism Information Advisor Service

- Ensure Amaze provides a timely, high-quality, evidence-based and independent information service for autistic people, their families and carers across a number of channels – telephone, email, webchat and SMS
- Lead the development of internal and external information resources to meet the information needs of autistic people (across the life course), their families and carers with Amaze Communications team.
- Continual identification of service and quality improvement for the service, including delivery of training, professional development and clinical supervision.
- Operationalise and report on the service outcomes and monitoring framework, working with evaluation partners as required.

- Establish and lead Amaze's Service's Client Advisory Group meetings including providing secretariat support.
- Work with the Communications Manager in developing marketing and promotional strategies and materials for the Autism Adviser service.
- Identify reciprocal referral pathways for the service, including developing relationships with these organisations to build awareness and uptake of the Autism Information Advisor and Peer Support programs.

### **Peer Support program**

- Manage and oversee the delivery of the Peer Support programs
- Working with the Peer Support Team Lead to ensure the effective delivery of peer-support programs from a number of different funding streams
- Complete the development of the Best Practice Model of Autism peer support and disseminate to existing and emerging peer support groups.
- Working with the CEO and Peer Support team develop proposals and progress funding opportunities for the Peer Support programs, including to new audiences and through delivery modalities.
- Ensure service targets and deliverables are met and timely reporting for contractual obligations

### **Reporting**

- Monitor and report on outcomes of the service's in line with established program logics
- Monitor and analyse trends to determine the information requirements of autism community and ensure they are being met by the service.
- Design and produce reporting dashboard of key metrics including outcome measures for both services
- Ensure reporting is complete in line with government funding agreement obligations.

### **Management:**

- Participate in Amaze Board activities including Strategy Retreat (as required) and make a presentation to the Board annually on program areas within the role's responsibility.
- Monitor staff workload and roster staff appropriately.
- Develop and manage financial budgets for programs and program areas within the role's responsibility and undertake monthly forward forecast with Amaze Finance and Operations Manager.
- Actively participate as a member of the Amaze Management Team including effective working relationships with other Amaze Managers to ensure high level communication across Amaze program areas on whole of organisation projects.
- Working with Amaze CEO & Fundraising Strategic Adviser, identify, assess and develop proposals and submissions for funding for Amaze's Information and Support programs.
- Support and contribute to the Amaze Healthy Workplace Culture program and actively participate in 4 feedback sessions per year with staff and CEO.

- Supervise, support and develop direct reports including development of Performance Plans and conducting Performance Reviews annually.
- Adhere to Amaze Principles, Policies and Procedures and ensure all direct reports have a current knowledge of, and are complying with, the Amaze QMS.
- Undertake other duties in line with qualifications, skills and experience as required by and agreed with the CEO.

### **Amaze Quality Management System (QMS)**

- All Amaze employees are required to be familiar with and adhere to policies and procedures within the Amaze QMS available on the Amaze network.

### **Relationships – Internal and External**

<b>Direct Reports:</b>	Autism Information Adviser Team Leads x 2 Peer Support Team Lead
<b>Other Internal:</b>	Manager, Policy & Advocacy Autism Information Advisers Peer Support Coordinator Manager, Communications Manager, Finance & Operations Manager, Community Partnerships & Capacity Building
<b>External:</b>	General public Partner organisations (content and referral) Government & other funders Evaluation Consultants

### **Key Selection Criteria**

#### **Qualifications:**

- Degree qualification in an appropriate field (e.g. psychology, social work, health, education) or relevant experience

#### **Experience:**

- 5+ years' experience in a similar management role, establishment and/or expansion of a telephone/face to face group service would be highly regarded.
- Experience in developing and delivering evidence based information and resources to a disability and/or vulnerable community.
- Experience in outcomes measurement and reporting.
- Experience in a Not-For-Profit environment would be highly regarded
- Experience in developing funding proposals for government and philanthropic funders and in preparing outcomes reports / acquittals for funding bodies.

#### **Knowledge:**

- Knowledge of developing evidence based resources

- Knowledge of delivering information and resources in a variety of modes (telephone, digital, face to face)

**Competencies:**

The successful applicant must be able to demonstrate:

- Superior verbal and written communication and presentation skills
- High level organisational skills and attention to detail
- Relationship management at various levels of an organisation and external
- Demonstrated ability to work effectively as part of a team and contribute to the achievement of broad organisational goals
- Lateral thinker and a self-starter with initiative
- A commitment to evidence-based practice

**Desirable**

- Sound understanding of autism will be highly regarded.
- Knowledge of the disability service system and the NDIS.

**Other**

- *National Police Check* and *Working with Children's check* is required
- Current Victorian driver's license is desirable