

Amaze

Position Description

Position Title: Advisor, Autism Connect	Team: Autism Connect
Reporting To: Quality and Operations Manager	Effective Date: January 2022
Hours: Full time preferred, part time negotiable	Position type: Fixed term (duration), part-time/full-time
Salary: \$67-73k (pro rata) plus superannuation + work after 7pm attracts a 1.5x overtime rate	Location: Work from Victoria St, Richmond with optional working from home days
Vaccination requirement: As this position requires work from the Victoria St office, it is a requirement that the successful candidate demonstrate double-vaccination status	

About Amaze

Amaze is the peak body for autistic people and their supporters in Victoria.

Amaze builds autism understanding in the community, influences policy change for autistic people and their families/supporters, and provides independent, credible information and resources to individuals, families, professionals, government and the wider community.

We pride ourselves on having a positive workplace culture, with 98% satisfaction rating for Teamwork and 96% for Values. Our people are passionate about the work they do, and know that they are bringing about positive change for autistic people and their families.

Amaze's commitment to Autism Positive Employment

Amaze is committed to being an Autism Positive Employer. We encourage autistic applicants to apply for our roles. We provide support and adjustments through the recruitment process and throughout employment, and our managers have undergone specific training to support autistic employees.

About the team

The team are highly supportive and collaborative, bringing experience from diverse backgrounds in education, social work, policy, health and disability. Approximately half are autistic and there are several parents of autistic children.

About the role

The Advisor, Autism Connect role reports to the Manager of Operations & Quality and is responsible for providing independent and evidence-based information, referrals, and support to autistic people, their families and supporters and wider Australian community. The deliverables for the role:



1. Provide autism specific information, support and referrals to the Australian autism community in response to their enquiries in line with the Service KPIs (effectiveness and efficiency).
2. Contribute to the development of high quality, evidence-based autism resources in line with autism community needs, team and organisational priorities for Autism Connect

Amaze is committed to improving employment opportunities for autistic people. We do this both through advocating to the broader community and employing autistic people at Amaze. Our recruitment process and our workplace are autism accessible and inclusive.

What you'll be doing

Autism Helpline:

- Deliver high quality, evidence-based information and services via face-to-face, telephone, webchat and email to both internal and external customers, the autistic community, service providers, agencies and stakeholders
- Provide exceptional emotional support. This requires the advisor to sit with complex emotional situations, maintain a sense of their own calm while supporting the caller to calm, engage in the call, make and act on decisions or accept appropriate crisis or professional supports when necessary
- Participate in monthly, externally provided clinical supervision, to support professional development and self-care
- Ensure first call resolution by providing relevant and appropriate evidence-based information, resources, providing education and guidance around specific information such as but not limited to diagnosis, NDIS and other service supports etc. and provide referral options for each of these stakeholders and resolve any issues or questions
- Where first call resolution is not applicable, process requests and/ or enquiries requiring a follow up via email or telephone and ensure compliance with service standards as set out by Amaze
- Stay up to date with Amaze and relevant industry activities and services to provide timely and appropriate information to all callers.
- Advise the Manager of any identified service trends and assist with proactive strategies to ensure best practice customer service and information delivery
- Utilise and follow the Amaze Operations Manual, company policies and quality framework for relevant processes and procedures and adhere to Amaze service standards, principles and policies
- Work diligently to meet all KPIs to ensure both efficiency and effectiveness of the service including but not limited to schedule adherence, queue monitoring, use of tools and systems, consistency in meeting and adhering to KPIs
- Support team members by transferring knowledge and mentoring others as appropriate.

Administration

- Log telephone, web form, face-to-face, email and other contact channel interactions within the time limits defined in the program Service Level Agreements (SLA) and Advisor KPIs
- Take ownership of contact instances and service requests by logging, managing and coordinating enquiry through to resolution and satisfactory closure
- Provide technical education to contacts where required (Amaze website navigation for chat, info sheets and/ or e-Learning platform as well as possible navigation of service provider website for example NDIS website, provider search engine etc.) Proactively populate



Purecloud and Salesforce as well as Amaze knowledge centre with necessary call information (such as minimum data set and case notes) consistent with current procedures and deadlines

Knowledge Center

- Maintain and update information/data on the Amaze Knowledge Centre
- Working with the Knowledge Centre, assist in the development of high-quality, evidence-based autism resources in line with organisational priorities and needs from the autistic community
- Assist with curating information materials to ensure resources are up to date, evidence-based and relevant

Other

- Provision of services, such as but not limited to, public fee for service training, educational drive, community linkages, and programs and projects, as required and approved by the Manager Operations & Quality, in line with expertise and qualifications
- Other duties as required, related to skills required

What you'll need to succeed

- Knowledge of autism, including personal and/or lived experience
- Subject matter knowledge (including personal and/or lived experience) in at least one area (exploring autism and autistic identity, assessment and diagnosis, school and education, the NDIS, behaviour strategies, referrals to services, peer support connections, and finding autism accessible places and events)
- Strong interpersonal skills including the ability to listen, ask insightful questions, empathise and respond with appropriate advice and referrals
- Ability to provide solution focused information and referrals to a wide range of stakeholders
- Excellent time management skills and ability to prioritise high transactional workload
- Ability to work within a task rostered environment, maintain self motivation without direct supervision and work within a team
- Tertiary qualifications are desirable, however relevant experience will also be recognised
- Experience in working with autistic people with complex needs, in the NDIS, or mental health services is desirable.
- Demonstrated experience in use of technology and databases (experience with Salesforce an advantage)

Inherent requirements of the role

Amaze provides reasonable adjustments to its employees. However some aspects of the role are non-negotiable. For this role, candidates are required to be able to:

- Safely, and with professional boundaries, respond to conversations with autistic people and/or their families that may cover emotional or traumatic content
- Work at the Victoria St office in an open plan environment
- Complete sedentary desk work at a computer
- Work collaboratively as part of a team
- Communicate verbally via phone and in-person
- Change tasks on request with little to no warning



Other requirements

- *National Police Check is required*
- *Working with Children check is required*
- *Disability Worker Exclusion Scheme check is required*