

**INFORMATION SUPPORT OFFICER - AUTISM  
AUTISM VICTORIA INC.**

Autism Victoria is seeking a suitably qualified and experienced professional with demonstrated knowledge of Autism Spectrum Disorders and the services available to assist individuals and families. The position is full time, commencing October 2006.

The Information Support Officer (ISO) will respond to contact made by individuals with an Autism Spectrum Disorder, parents, carers and professionals to the new **Autism Victoria InfoLine**. Responses may involve providing information about Autism Spectrum Disorders, appropriate service options or referral to other services. The ISO will also provide support to assist clients to utilise the information provided. The position is based at the Autism Victoria office located in Glen Iris.

If you would like a position description and key selection criteria, please contact Amanda or Carol on 9885 0533 during office hours. This position would suit those with social welfare, case management or disability support experience. An attractive salary package (including salary sacrifice options) will be offered, based on the SACS award and level of experience.

Applications close on **Friday 18<sup>th</sup> August, 2006.**

## EMPLOYMENT CONDITIONS, JOB DESCRIPTION, CORE COMPETENCIES AND SELECTION CRITERIA

### INFORMATION SUPPORT OFFICER - AUTISM VICTORIA

#### OUTLINE OF EMPLOYMENT CONDITIONS:

1. The position is titled Information Support Officer, and is a full time position. Commencement will be October 2006.
2. Working hours will be 9 am to 5 pm Monday to Friday.
3. A base salary will be negotiated based on the current Social and Community Services (SACS) Award, appropriate to qualifications and level of experience. Leave as per the WorkChoices Australian Fair Pay and Conditions Standard will apply. SGF superannuation applies - paid into CARE or a fund of employees choice.
4. Salary Sacrifice Packaging up to \$15,000 in value is offered, adding to the value of the basic remuneration.
5. The Information Support Officer is responsible to the Executive Officer and will have access to the guidance of experienced professionals and the Autism Victoria Professional Panel.
6. Service targets and performance indicators will be established and performance reviewed annually.
7. A probationary period of three months applies, after which, subject to satisfactory performance, the position will become permanent.
8. The position of Information Support Officer is ongoing subject to funding from the Victorian Department of Human Service.
9. The Autism Victoria office is located in Glen Iris.
10. The successful applicant will be required to undergo a police check, as per the Department of Human Services Disability Services Employment Safety Screening Policy.
11. The Autism Victoria office is a smoke free environment.
12. To apply for this position please prepare a letter of application that is **succinct**, but including relevant personal details, qualifications, professional competencies and experience. You must ensure your letter addresses the Key Selection Criteria. Two **professional** referees and their current phone and email contact details must be nominated. Applications are to be posted or emailed to the Autism Victoria Executive Officer, Amanda Golding.

## **DUTIES OF THE POSITION:**

### **Core Duties:**

1. Respond to phone, mail, office and email requests to the **Autism Victoria InfoLine** for information and advice in a timely and sensitive manner.
2. Provide appropriate extended support to clients requiring assistance to utilise the information they have accessed.
3. Refer clients with complex needs to the Autism Victoria Family Counsellor (psychologist).
4. Assist with the maintenance of the autism specific services and support group database using the **Community Information Management System – Infocom** software.
5. Review and assist in the production autism information materials, tailored to meet the needs of the different sub groups within the Autism Victoria target group – individuals, adults, children, families, service providers.
6. Collect data required for Department of Human Services data returns as per the Funding and Services Agreement. This data will also be used to measure performance against the Autism Victoria Key Performance Indicators.
7. Assist with the selection of new materials for the Autism Victoria Library, and advise other Autism Victoria staff about the purpose and value of these materials.
8. Assist with the management of the Autism Victoria Library, including advising borrowers and issuing loans.
9. Assist with special events organised by Autism Victoria, including presentations, seminars, conferences and information displays and expos.
10. Extend professional knowledge and expertise through reading and other professional development.
11. Assist and support other Autism Victoria staff as required.

### **Key Competencies:**

1. Tertiary qualifications and relevant experience to the role, possibly in the social welfare, disability support or case management areas.
2. Demonstrated knowledge of Autism Spectrum Disorders.
3. Computer competency using word processing, databases and electronic communication.
4. Excellent written and verbal communication skills, with the ability to quickly ascertain the core issues and needs of users of the **Autism Victoria InfoLine** and convey responses in a sensitive and informative manner.
5. Demonstrated organisational skills, including the ability to work unsupervised.
6. Ability to work as a team member in a busy small office environment.

### **Key Selection Criteria:**

1. Sound knowledge of and experience with Autism Spectrum Disorders.
2. Appropriate experience in the Victorian Disability and/or social welfare sector.
3. Demonstrated communication and interpersonal skills appropriate to a support and guidance position provided in a number of formats.
4. Competent computer skills, including document preparation, database management and internet and email skills, are mandatory.

**Please note the following:**

- An appointment will not be made until we find the right person for the position.
- All applicants will be notified of the outcome of their application – please do not contact us.
- It is expected that there will be two interviews for those short listed for the position – an informal interview with the Executive Officer and a formal one with the selection panel.
- You are strongly urged to examine the Autism Victoria web site at [www.autismvictoria.org.au](http://www.autismvictoria.org.au) for information about our organisation prior to preparing your letter of application.

Please forward your application to:

Information Support Officer Position  
c/- Amanda Golding  
Autism Victoria  
PO Box 235  
ASHBURTON VIC 3147

Email applications are acceptable, and should be forwarded to [admin@autismvictoria.org.au](mailto:admin@autismvictoria.org.au) with “Information Support Officer Application” in the subject line.

The closing date for applications is **Friday 18<sup>th</sup> August 2006**.