

NDS DISABILITY CAREER PLANNER AND CAPABILITY FRAMEWORK – EMPLOYMENT SERVICES DELIVERY JOB FAMILY

Strategic Core Requirements	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Sector and Organisation Purpose & Values	Gains practical knowledge of a human rights based approach to supporting a person with a disability and services provided, the individual and community context of disability services, and sector and organisation purpose and values.	A practical general knowledge of a human rights based approach and the individual and community context, and sector and organisation purpose and values. Applies the rights based approach and sector and organisation values in own work.	Working knowledge of a human rights based approach to supporting a person with a disability and the services provided, the individual and community context, and sector and organisation purpose and values. Applies the approach and values in own work.	An enhanced working knowledge of a human rights based approach and the individual and community context, and sector and organisation purpose and values. Encourages sector and organisation approach and values in other team members.	A thorough practical working knowledge of human rights based approaches, the individual and community context, and sector and organisation purpose and values. Within the team is able to articulate and integrate sector and organisation approaches and values.	A significant knowledge of human rights based approaches in the disability sector and the individual and community identity and context. Significant knowledge of the role, vision, mission and values of the organisation. Understands and can demonstrate sector direction and the organisation strategic plan.
Leadership / Teamwork	Works cooperatively with team members. Work is closely supervised. Follows specific detailed instructions. Learns to listen to feedback from more experienced staff and seeks guidance where necessary.	Works collaboratively with team members. Works under regular supervision reporting progress and outcomes. Able to organise own work, manage time and contribute to work planning.	Works collaboratively with team members. Organises own workload. Checks own work and work of others, providing guidance to less experienced staff. Shares knowledge and information with team members. Able to work with minimal supervision, knowing when to escalate issues.	A skilled team member, acting as a resource for a small work group on a regular basis, providing coaching and feedback. Shares knowledge and information with less experienced team members. Varies own schedule, contacting senior staff only to seek specialised help or notify progress or work.	Assists with the formal leadership, learning and coaching of less experienced team members. Assists in prioritising the work of others. Promotes and models sharing of knowledge and information. Assists with gauging the effectiveness of team members and may participate in organising the allocation of staff.	May lead a team or works as an individual practitioner. Monitors and coaches for individual and team outcomes/achievement/performance. Provides operational or procedural direction and/or advice and ensures knowledge and information is shared. Exercises initiative and is self-reliant. Able to effectively represent the team. Participates as an effective team member.
Communication	Develops listening skills and seeks, provides and/or shares practical information with people in an appropriate and respectful manner. Obtains basic facts and records issues. Learns to record and report in an appropriate manner. Starts to build a network of relevant contacts.	Has effective listening skills and seeks, provides and/or shares practical information in an appropriate and respectful manner. Interacts with people to give or receive straightforward facts. Deals with people on practical issues, adjusting communication as needed. Minimises conflict. Continues to build a network of relevant contacts.	Deals with non-routine enquiries. Uses effective listening skills and seeks, provides and/or shares information with people appropriately. Can adapt communication style to meet people's needs. Able to resolve conflict with assistance. Has a network of internal and external contacts relevant to the role. Deals with practical issues presenting and enlists a more experienced person as needed.	Contacts people on non-routine practical matters and external organisations on routine practical matters. Able to communicate flexibly in an appropriate manner. Supports others to effectively record and report. Able to resolve conflicts. Has a network of relevant contacts. Deals with many issues presenting and, when outside skill set, ensures involvement of more experienced person.	Uses a range of positive engaging techniques and can adapt style to meet needs of the other person. Effectively collaborates with other teams. Deals regularly with complex matters involving interaction with internal and external professionals and related organisations. Assists with the preparation of complex management reports. Can assist others to resolve conflict. Has a network of contacts internally and externally.	Uses a range of communication techniques to effectively handle complex, sensitive matters involving a range of people including professional and specialist staff. Reports on complicated issues where some liaison with other teams or organisations is involved. Prepares complex management reports. Deals with issues presenting in team skills area; when outside team area, ensures effective engagement/referral, internally or externally.
Customer Relationships	Learns to assist customers to address their practical straightforward needs and expectations. Develops basic knowledge of supports and services offered. Learns to provide information and referral to others. Develops an awareness of diversity and confidentiality requirements and relevant stakeholder relationships and the importance of these.	Assists customers to address their practical straightforward needs and expectations. Adopts a flexible approach. Has working knowledge of available supports and services. Undertakes communication and liaison with customers. Demonstrates confidentiality and diversity awareness. Provides information and can refer to others. Understands relevant stakeholder relationships and the importance of these.	Assists customers to address their needs and expectations. Has practical knowledge of supports and services available. Is flexible and suggests alternative service solutions, provides information or makes necessary referrals. Demonstrates confidentiality and awareness of diversity in relation to sensitive issues. Assists with building and maintaining positive relationships with stakeholders.	Works with customers to explore and resolve their practical complex needs, expectations and goals. Uses understanding of relevant service delivery theory and has operational knowledge of supports and services available. Is flexible and suggests alternatives and gathers information to enable effective referral. Undertakes service liaison/communication with customers during complex problem resolution. Understands confidentiality and diversity aspects. Understands and assists with building and maintaining relevant stakeholder relationships.	Works with customers to explore and resolve a variety of their complex needs, expectations and goals. Has comprehensive knowledge of supports and services available internally and externally. Models a flexible and creative approach. Undertakes service liaison/ communication with customers in a variety of complex problem resolutions. Suggests alternatives and organises referral. Promotes diversity awareness and confidentiality aspects. Understands relevant stakeholder relationships and the importance of these to the organisation. Assists with building and maintaining positive stakeholder relationships.	Ensures customers are appropriately supported in exploring and resolving their needs, expectations and goals. Comprehensive knowledge of supports and services available. Ensures: quality of service; effective liaison/communication with customers; confidentiality, diversity awareness, provision of information and effective internal and external referral practices. Ensures team members possess required knowledge and approach situations flexibly and creatively. Understands significant stakeholder relationships and their importance. Contributes to positive relationships with relevant stakeholders, building a network of people as required.
Personal Accountability	Develops basic understanding and adheres to organisation policies & procedures and all government legislation and standards relevant to own role. Learns responsibility for workplace health, safety and wellness. Understands the need to appropriately use resources. Learns accountability requirements in own role. Learns to assist in maintaining organisation's image and reputation.	Adheres to organisation policies & procedures and all relevant government legislation and standards, including workplace health, safety and wellness responsibility. Identifies quality variations against standards and procedures in own work area. Adopts personal accountability in own role. Uses resources efficiently. Maintains organisation's image and reputation in context of own role.	Adheres to organisation policies & procedures and all relevant government legislation and relevant standards. Follows detailed and precise work procedures. Evaluates own work to ensure quality and safety standards are met. In own work area makes agreed changes. Adopts a professional approach to own personal accountability. Maintains organisation's image and reputation.	Adheres to organisation policies & procedures and all relevant government legislation and standards. Encourages others. Understands and interprets complicated standards which require variations to procedures. Adopts a professional approach to own accountability and influences others. Supports safe work practices. Recognises responsibility in maintaining own organisation's image and reputation and assists other staff.	Promotes and adheres to organisation policies & procedures and all relevant government legislation and standards. Models a professional approach to own accountability. Guides others in the efficient use of resources and in meeting quality standards; assists in achieving compliance. Provides a reference point based on years of experience. Supports team members and models and implements safe work practices. Assists in the promotion of own organisation's image and reputation.	Ensures adherence to organisation policies & procedures and all relevant government legislation and standards. Regularly assesses and reports on compliance. Ensures the implementation of new/amended procedures and quality standards. Monitors and ensures efficient and effective use of organisation financial and other resources. Maintains a safe and healthy workplace. Ensures organisation's image and reputation is maintained.
Innovation	Learns the importance of flexibility and creativity in role. Learns to seek opportunities to work better and to recognise risk within the limits of the role. Learns to take responsibility for continuous improvement in own work.	Appreciates the need for resourcefulness, creativity and adaptability within role boundaries. Open to new approaches. Takes responsibility for continuous improvement and risk mitigation in own work. Resolves routine problems. Suggests changes.	Undertakes tasks using a resourceful and creative approach. Suggests changes to improve quality in own work and makes agreed changes. Able to address and mitigate risk in own work. Assists with review and/or development, implementation and improvement of specific work practices and procedures.	Meets responsibilities using a resourceful and creative approach. Seeks opportunities to innovate within the context of the role. Solves problems requiring the practical application of theory. Understands why risk mitigation and continuous improvement are important and can convey this to less experienced staff.	Adopts a resourceful and adaptable approach to work. Encourages creativity in others. Identifies opportunities for improvement to services provided. Able to address and mitigate risk and advise others; assists in risk assessments. Recommends changes to procedures and standards that impact beyond own team.	Ensures resourcefulness and creativity are enabled. Recognises individual contributions. Identifies and contributes to opportunities for innovation across teams. Ensures risk mitigation and assessment and quality improvement practices are in place. Applies appropriate problem solving and decision making tools to complex practical matters arising in the improvement process.
Experience / Qualifications	Ability to develop capability across all competencies required at this level of work. Equivalent to VET Certificate 1.	Equivalent to VET Certificate II in relevant studies or equivalent experience. Is capable across the full range of competencies required.	Equivalent to VET Certificate III in relevant studies, or equivalent knowledge and experience.	Equivalent to VET Certificate IV in relevant studies, or equivalent knowledge and experience. Operates at the level of a very skilled team member.	Equivalent to VET Diploma/Advanced Diploma/ Associate Degree, or equivalent knowledge and experience obtained through ongoing professional development.	Equivalent to 3 year degree or equivalent knowledge and experience, or VET Advanced Diploma/Associate Degree with experience.

The Framework columns build on the previous column, and the higher job levels encompass the requirements of job levels to the left.

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NDS DISABILITY CAREER PLANNER AND CAPABILITY FRAMEWORK – EMPLOYMENT SERVICES DELIVERY JOB FAMILY

Functional Requirements	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Assessment & Planning	Learns and develops knowledge that each person with a disability has specific goals and aspirations. Learns to assist with identifying the needs of each person and contributes to the development of plans. Learns to liaise with co-workers to implement plans. Learns to monitor progress.	Develops a practical understanding of the range of goals and aspirations that might be identified by a person with a disability. Contributes to the development of plans using an approach based on the person's specific needs. Liaises with co-workers to implement plans. Assists with and monitors progress.	Has a working knowledge of the process through which a person with a disability identifies their goals and aspirations and individual plans are developed. Contributes to the development of plans to address the person's needs. Assists with the assessment of more complex needs that include the provision of multiple internal/external services and employment, training, pre-vocational & referral interventions. Works with more experienced staff for individuals with complex needs and to develop the more complex plans.	Has an enhanced working knowledge of the process of working with a person with a disability to identify their goals and aspirations. Identifies the needs of each person and contributes to the development of plans for complex needs that include the provision of multiple internal/external services and employment, training, pre-vocational & referral interventions. Works with more experienced staff for individuals with complex needs and to develop more complex plans. Assists with the evaluation of plans and prepares reports as required.	Aware of the range of goals and aspirations of people with disabilities. Has a thorough practical working knowledge and understanding of employment service offerings/supports. Identifies the needs of individuals with a variety of complex needs. May oversee straightforward assessment processes used by less experienced staff. Develops or assists development of plans that include the provision of multiple internal/external services, e.g. employment, training, pre-vocational & referral interventions. May oversee the implementation of plans.	Ensures individual approaches to identifying goals and aspirations for people with disabilities are understood and incorporated into plan implementation and service offerings/supports. Ensures the needs of individuals are met through effective assessment and referral processes, particularly those with a variety of complex needs. Develops or assists with developing plans that include provision of employment, training, pre-vocational & referral interventions. Supervises the implementation of plans. Contributes to local planning and development of service offerings/supports.
Service Delivery	Develops the capacity to assist a person accessing employment services, and to assist other customers with straightforward requirements. Follows specific, detailed instructions when interacting with the person and other customers.	Understands straightforward individual requirements relating to a person accessing employment services. May provide information on other services. Assists in the provision of specific placement, education, and social support services. Assists with service delivery liaison/communication in the case of more complex service delivery matters.	Understands and follows plans to address a person's employment services needs. Able to work with an agreed caseload and provide standard services and support to each person based on their needs and identified barriers to their employment. Assists individuals to develop and maintain relationships with employers and other stakeholders and resolve the full range of standard matters.	Understands the complex needs of people accessing employment services and follows plans to address barriers. Works within an agreed caseload to provide services and support to each person. Undertakes service delivery liaison/communication and complex problem resolution. Assists individuals with complex needs to develop and maintain relationships with employers and other stakeholders. Assists in resolving complex matters. Detailed understanding of the range of service quality requirements.	Understands a variety of complex individual needs and, within an agreed caseload, provides services and support to each person to address barriers to their employment. Undertakes service delivery liaison/communication in a variety of complex settings including problem resolution involving multiple services or interventions. Assists individuals, employers, and other stakeholders to resolve a variety of complex matters. In-depth understanding of the service quality requirements.	Ensures effective liaison/communication with people accessing services and with employers. Ensures appropriate provision of information, and timely referral practices. Able to engage with individuals and groups to understand and tailor solutions to barriers to employment. Ensures business and service quality outcomes are met. Ensures all duty of care and legislative and contract requirements are adhered to in respect to the services provided. Ensures team members have an appropriate level of knowledge of the service quality requirements of the organisation.
Support	Learns to support a person in the context of employment participation and opportunities.	Assists a person in the context of employment participation and opportunities.	Supports and motivates a person in the context of employment participation and opportunities. Monitors individual placements and provides ongoing support based on the needs of the person. May provide specific placement, education and social support services.	Supports, motivates and advocates for a person in the context of employment participation and opportunities. Provides on the job support and other needs based support to individuals with more complex ongoing needs. May provide specific placement, education and social support services. Suggests alternatives and gathers information to enable effective referral.	Supports, motivates and advocates for a person in the context of employment participation and opportunities. Provides ongoing support to individuals with a range of complex needs who have secured work placements. May provide specific placement, education and social support services. Assists less experienced staff in providing services. Suggests alternatives and organises referral.	Ensures individuals are provided with appropriate support. Ensures post placement and ongoing services are tailored to individual needs and that regular contact is maintained. Provides direct services and support to individuals with complex needs. May supervise support services provided by less experienced staff.
Training	Learns to assist with provision of one on one or group training to people accessing employment services.	Assists with provision of one on one or group training to people accessing employment services.	Provides one on one or group based training to people in accordance with the goals in individual plans, using agreed processes and methods. Liaises with more experienced staff and internal and external trainers to ensure effective delivery.	Provides one on one or group based training to people in accordance with individual plans/goals, using formal and informal methods of instruction. Works with more experienced staff or professionals to identify barriers to employment and tailor effective training for people. Monitors effectiveness of delivery.	Provides training to people, employers and other stakeholders in accordance with plans and service goals. Develops training solutions to address barriers to employment. Works within the organisation's systems, procedures and resources to determine and agree on delivery methods. Monitors effectiveness of delivery and makes recommendations for improvement.	Ensures effective delivery of training to people accessing employment services, and to employers and other stakeholders through internal and external means. Targets barriers to employment and improved placement outcomes. Works within the organisation's systems and resources to prioritise, determine and agree on delivery methods. May personally deliver training as needed.
Stakeholder Relationships	Learns to assist with providing straightforward assistance to stakeholders i.e. individuals, employers, family and community members, in the context of placements or prospective placements.	Understands straightforward stakeholder needs. Assists stakeholders in the context of placements or prospective placements. Assists with monitoring placements and supporting employers, individuals, family and community members.	Able to service straightforward stakeholder requirements in the context of placements or prospective placements. Assists with the more complex matters arising with stakeholders. Assists with specific promotions and marketing activities in line with organisation requirements.	Assists stakeholders with more complex requirements in the context of job placements. Has a detailed understanding of the range of assistance and services able to be provided to employers and other stakeholders. Tailors assistance to meet specific needs. Follows specific plans and tactics to promote and market services to an agreed network of employers and other stakeholders.	Provides services to stakeholders and tailors assistance to meet specific needs. Assists with identifying, designing and implementing strategies to facilitate job placements. Assists less experienced staff. Markets and promotes the organisation's employment services within employer and stakeholder networks, and supports less experienced staff.	Ensures services are designed and tailored to meet the current and future needs of stakeholders. Uses networks to present market and promote the organisation's employment services effectively with employers and other stakeholders. Effectively communicates evidence of successful employment outcomes to stakeholders.
Compliance, Reporting & Documentation	Learns responsibility for compliance, reporting and documentation requirements in role. Learns to maintain appropriate notes in relation to a person and other documentation to required standard. Enters data and learns use of relevant communications and technology systems.	Meets compliance and reporting and documentation requirements in the role. Maintains appropriate notes in relation to a person and other documentation to required standard. Uses relevant communications and technology systems, including for creating/maintaining service records and for billing purposes.	Adheres to compliance, reporting and documentation requirements. Maintains appropriate notes and other documentation. Uses relevant communications and technology systems to meet reporting and administrative requirements including creating/maintaining service and billing records. Suggests changes to improve documentation, reports and administration within the context of the role.	Adheres to compliance, reporting and documentation requirements. Maintains appropriate documentation to required standard. Identifies gaps and suggests changes to reporting and administrative processes. Assists with implementing agreed changes within the work area. Uses and guides others in the use of communications and technology systems for reporting and administrative purposes, including service and billing records.	Adheres to compliance, reporting, documentation and business administration requirements and encourages and assists others. Promotes and supports appropriate use of communications and technology systems. Assists with the implementation of new/amended reporting and administrative requirements and in meeting team and organisation requirements for data and information. Recommends changes to documentation and procedures.	Promotes and ensures compliance with employment services contract requirements. Ensures adherence to reporting, documentation and business administration requirements. Ensures the implementation of new/amended reporting and administrative requirements. Ensures use of relevant communications and technology systems by all relevant staff. Ensures the required service and billing records are maintained. Ensures all reporting and administrative matters are addressed to meet team and organisation requirements.

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