



Position Description

Position:	Access Coordinator
Program:	Operations
Responsible to:	Chief Executive
Employment:	0.6FTE (negotiable)
Award and Level:	SCHADS Level 3

Position Objectives

The **Access Coordinator** is an integral role in the Access2Arts (A2A) team and is responsible for coordinating and delivering the A2A Access Consulting and Artist Support services.

The objectives of this position will be achieved by:

- Coordination and delivery of Access Consulting
- Coordination and delivery of Artist Support services
- Coordination of Audio Description services
- Contributing to an outstanding reputation for A2A services
- Achieving specified goals/outcomes in relation to projects as determined and agreed
- Working with Deaf and disabled artists and audiences, and arts organisations to support participation in arts and culture.

The ability to contribute as a team player and create accessible communications and training is critical to success in this role, as is the capacity to foster strong relationships and deliver exceptional, tailored support to artists, arts organisations and other customers.

This role requires a combination of great communication skills, alongside attention to detail and the ability to work collaboratively and deliver high quality work.

Responsibilities and Duties:

1. Service Delivery

- a. Deliver high-quality access consulting, training and related services to external parties as required, in consultation with the Chief Executive.
- b. Liaise with customers to provide timely and considered advice, quotes and planning.



- c. Incorporate feedback of key stakeholders, including End-Users, Arts organisations and Describers into the development of any programming.
- d. Maintain high level of awareness of the A2A services through partnership, promotion and marketing.
- e. Work with the Chief Executive to identify and develop new opportunities within A2A services.
- f. Ensure the brand and service offerings adequately represent the mission, vision and values of the A2A.

2. Audio Description

- a. Coordinate the Access2Arts Audio Description services.
- b. Provide exceptional customer service to clients.
- c. Ensure a high-level of engagement with Audio Description contractors Australia.
- d. Work with the Chief Executive and team to develop and promote the use of Audio Description in arts and culture nationally.
- e. Develop and support relationships with Audio Description users and associated organisations.

3. Artist support

- a. Deliver accessible high-quality grant support and referral services to disabled artists.
- b. Ensure a high-level of engagement with disabled artists across South Australia.

4. Administration

- a. Provide quotes and contracts for the delivery of services to external parties as required.
- b. Deliver timely and accurate invoicing for services.
- c. Ensure all record keeping is detailed, accurate and up-to-date.
- d. Communicate the impact of identified risks and recommend corrective action.
- e. Ensure the effective implementation and use of A2A systems, policies and procedures.
- f. Employ effective time management and workload management skills.

5. Leadership and Development

- a. Support and uphold the Vision and Mission of A2A.
- b. Support a positive and professional organisational culture that exhibits our values.



- c. Be part of a team environment that is culturally inclusive, where open and transparent communication and feedback is used and valued.
- d. Develop and foster innovation.
- e. Work with Deaf and disabled artists and audiences, and arts organisations to develop support and participation.
- f. Participate in organisational learning and development.
- g. Develop and maintain effective relationships with internal and external stakeholders and strategic partners.
- h. Maintain high level of awareness around the sector and competitors.

6. **Personal accountability and professionalism**

- a. Work as an integral part of the A2A team; be results oriented.
- b. Work collaboratively and communicate openly, honestly and effectively with participants, colleagues and A2A management to achieve organisational goals.
- c. Act with sensitivity and understanding towards others and acknowledge and respect differences in personal beliefs and values.
- d. Attend and participate in all required meetings.
- e. Hold yourself accountable for your deliverables and outcomes.
- f. Ensure all deliverables meet the quality and timeframes expected.
- g. Demonstrate professional behaviour in your communication, leadership, language.
- h. Approach situations with an inquiring, rather than an assuming, perspective.
- i. Give and accept performance feedback willingly and openly.
- j. Accept responsibility and accountability for errors in your care.
- k. Create lessons and continuous improvement from mistakes.
- l. Share information and knowledge with other staff.
- m. Contribute to organisational planning and development.
- n. Ensure adherence to organisational policies, procedures and work practices.
- o. Observe all Work Health and Safety policies, follow directions and report all Work Health and Safety matters to the relevant personnel.
- p. Take reasonable care to protect one's own health and safety at work and avoid adversely affecting the health or safety of any other staff members or individuals through any act or omission at work.
- q. Undertake any other duties within the scope of the role as required.



Personal Specification

Experience

- Lived experience of disability
- Experience in access and inclusion training and consulting
- Experience in the arts

Knowledge

- Understanding of Access & Inclusion principles
- Knowledge of the arts sector
- Knowledge of the disability sector

Personal attributes

- Excellent interpersonal and communication skills.
- Ability to be self-directed, highly organised and work under pressure.
- Ability to work as part of a team.
- Ability to maintain confidentiality.
- Well-developed problem solving and decision-making skills.
- Commitment to contributing positively to the achievement of organisational goals.
- The ability to support and work with people with diverse backgrounds, value systems, cultural differences and communication needs.
- Flexibility and receptiveness to innovation and change.
- Honesty, integrity and reliability

Other

- Must be prepared to work flexibly should the need arise
- Must be willing to work out of hours including evenings and weekends as required.
- Must be prepared to undertake Government checks as required
- Must be prepared to undertake any compulsory training