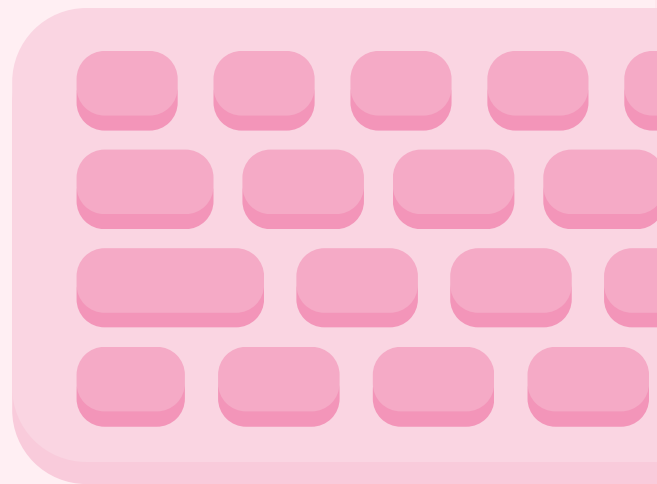


**Attraction**

# **Job design - Handout**



# Job design with communication access in mind

**Job design** involves identifying the tasks and responsibilities that are part of a specific role and how they will be performed and managed. When a job is well designed, staff know what is expected of them.

## Why design a job that is communication accessible?

### Benefits to the organisation

- An advertisement that welcomes applicants who have communication access requirements is more likely to reach a broader audience, increasing the likelihood of finding a suitable candidate.
- The organisation is more likely to find a suitable candidate who has the essential qualities needed for the job, regardless of whether they have communication access requirements.
- Through the job design process, the organisation may identify broader adjustments that are needed or efficiencies that can be made.
- Leading the way as a more inclusive and diverse workforce.
- Meeting your organisation's diversity and inclusion goals.

### Benefits to the new employee

- They have a broader range of jobs to apply for.
- They are more likely to find a role that recognises their strengths and offers adjustments that allow them to succeed.
- They are more likely to feel welcomed and included at the organisation.

- They will feel more comfortable with disclosing their communication access requirements when they are looking at job advertisements.

## Which parts of the role should be considered during job design?

- Tasks and responsibilities - Remember: focus on *what* tasks need to be achieved, not *how*.
- Expectations, deadlines, and key performance indicators.
- Frequency and location of meetings (remote or in-person).
- Hours and location of work.

## Designing a job with communication access in mind

### Modes of communicating

- How are employees expected to communicate with their team/managers, and how regularly does this need to occur?
- A person with communication access requirements may have preferences for how they communicate depending on what situation they are in.
- A person may prefer not to communicate over the phone – you might need to consider whether phone communication is an essential part of the job, or could communication be carried out in-person or over email/messaging?
- Where possible, design a job so that the employee is able to communicate in the mode that works best for them.
- Will there be flexibility in all of the communication channels / methods?
- Is there scope for customised communication methods to suit each individual's communication access requirements?

## Technology platforms

- Use systems and programs that are able to be customised and offer suitable accessibility features. Review the *Technology and Software Platform Accessibility* handout in the Resource Hub.
- Make assistive technology available where possible and necessary.

## Mentorship

- Match new employees with a peer and / or supervisor who can provide support on an as-needs basis.

## Flexibility

- Be open to exploring what is and isn't working for the employee.
- Review the Key Performance Indicators (KPIs) associated with the job - consider how they are measured and their appropriateness.

## Consider job customisation at the recruitment stage

A customised job is tailored to the person's strengths and skills, while still meeting the employer's needs.

Job customisation involves collaboration and conversations between the employer and employee. Talk about the tasks, responsibilities and expectations of the job, and whether some are better suited to the new employee than others. Depending on the employee's strengths, they may be assigned new tasks, while other tasks might be reallocated or shared with colleagues.

For example, Samantha is starting a new job at a physiotherapy clinic. She has low vision. She is required to document her session notes with each client. Samantha's colleagues type their notes after each session. This is not an accessible option for Samantha.

Samantha and her manager discuss alternative options, such as:

- Samantha using speech-to-text software (with appropriate privacy protections) to document her notes.
- Samantha recording her notes as a voice note that an admin officer could transcribe.

## For more information:

- [Design and advertise your job](#)
- [Attracting and recruiting people with disability to your organisation](#)
- [Customising a job for a person with disability](#)

DRAFT

Scope's Building Employer Confidence is made possible by an Information and Linkages Capacity Building Project funded by the Department of Social Services and the National Disability Insurance Scheme. This training has been co-designed with the valuable input of people with communication access requirements, pilot organisations and our valued partner, Thriving Communities Australia. Contributions from co-designers have directly influenced its design, ensuring it is informed, inclusive and reflective of diverse experiences. We recognise and appreciate the personal stories shared in shaping this impactful learning experience.

This information provides guidance on how to support communication in the workplace with people who have communication access requirements. It should not be relied upon in relation to employment law matters - independent advice should be sought.