

Position Description:

Product Specialist

Reports to	CEO	Location	Melbourne
Direct reports	Nil	Hours	Full Time
Award	SCHADS Level 4	Date prepared	April 2025

About Freedom Solutions

Freedom Solutions Australia is a not-for-profit organisation operating across New South Wales and Victoria. For over 50 years, we have played a vital role in the disability and aged care sectors, delivering tailored assistive technology solutions that empower people with disability and older Australians to achieve their goals.

Our services include:

- Designing and building custom assistive technology not available commercially
- Modifying off-the-shelf equipment to meet individual needs
- Delivering the Freedom Wheels customised bike service
- Providing expert technical advice to clients and their support teams

Our Purpose

Changing the lives of people living with a disability by providing personalised solutions.

Our Values

Innovation: We inherently push the boundaries of assistive technology, developing life-changing solutions through our commitment to innovation.

Financial Sustainability: We are committed to financial sustainability through responsible financial management and revenue growth.

Collaboration: We recognise our success is built on cross-functional teamwork. We believe results only come through effective collaboration.

Customer Centred: We are committed to a positive client experience at every stage. We achieve this through quality products and services and through continuous improvement.

Integrity: We act honestly and ethically. Through integrity we build strong relationships with clients and volunteers, ensure quality, and promote a positive workplace culture.

Position Purpose

As a key member of the Freedom Wheels team, this role is central to delivering our mission of personalised mobility solutions. The Product Specialist is not only responsible for conducting high-quality assessments and trials, but also for driving client satisfaction, promoting Freedom Solutions' reputation within the disability sector, and supporting revenue growth through timely and effective service delivery. This role acts as a frontline ambassador for our brand, building strong relationships with clients, therapists, schools, and community partners, and plays a key role in ensuring service excellence and community impact across Victoria.

Key accountabilities

Client Intake and Liaison

- Contact clients within 48 hours of being moved to 'Reviewed' stage to confirm goals, expectations, and trial logistics.
- Build rapport and provide clear information to support client readiness for the assessment process.
- Document key insights and expectations from intake conversations in Salesforce to support team alignment.

Client Trials and Clinical Assessment

- Conduct Freedom Wheels trials for children and adults, assessing physical and functional needs in partnership with treating therapists.
- Provide expert guidance on suitable configurations and modifications to maximise client outcomes.
- Document clinical observations and recommendations clearly and accurately in line with organisational and NDIS standards.

Collaboration and Coordination:

- Work collaboratively with internal staff, volunteers, and external stakeholders to ensure smooth delivery of trial events across metro and regional Victoria.
- Liaise with the Case Management and Production teams to ensure timely delivery of quotes and products based on trial outcomes.
- Support volunteer engagement and coordination during trial days, fostering a safe, inclusive, and positive environment.

Education and Community Engagement

- Deliver in-service presentations and education sessions to occupational therapists, physiotherapists, and special education providers to raise awareness of the Freedom Wheels service.
- Act as a brand ambassador at conferences, expos, and community events to grow the referral network and client base.
- Develop partnerships with other providers in the disability and aged care sector

- Prepare and present in-service education pieces to occupational therapy groups and physiotherapists
- Provide support to the My Active Life Project Manager, as required, to facilitate Community Inclusive Sports Days
- Support the development of partnership programs with organisations such as specialist disability schools.

Product and Service Development

- Provide feedback to the Product Development and Production teams to inform continuous improvement of Freedom Wheels offerings.
- Stay up to date with assistive technology and mobility trends relevant to the client base.

Operational Support

- Maintain accurate, timely, and complete records of trial activity, outcomes, and stakeholder engagement in Salesforce and other relevant systems, ensuring data is organised and easily retrievable.
- Ensure trial equipment is maintained in good working condition, clean, and safely stored.
- Adhere to all organisational policies, including safeguarding, WHS, and clinical governance standards.

Qualifications and experience

Essential

- Tertiary qualification in Occupational Therapy, Physiotherapy, Exercise Physiology, or a related allied health or clinical field with experience conducting functional or mobility assessments and translating clinical findings into practical recommendations.
- Minimum 2 years of relevant experience working with children and/or individuals with disabilities, ideally within a community, rehabilitation, or AT setting.
- Strong communication and interpersonal skills, with the ability to build rapport with clients, families, therapists, and stakeholders from diverse backgrounds.
- Experience coordinating service delivery in dynamic environments, including events, trials, or outreach activities.
- Current Driver's Licence and willingness to travel across metro and regional Victoria.
- Proficiency in digital record-keeping and case management systems (e.g. Salesforce, client management systems, or clinical documentation platforms).

Desirable

- Knowledge of NDIS processes, funding streams, and service delivery expectations.
- Experience presenting to groups, including clinicians, educators, or support workers.
- Exposure to assistive technology, mobility aids, or adaptive cycling equipment.
- Familiarity with the principles of person-centred and goal-directed care.
- Manual handling or equipment fitting experience.

Personal Attributes

- Able to work independently
- Capacity to work in a small team showing consideration and respect for others
- Sensitive to needs of clients and volunteers
- Enthusiastic self-starter, able to use initiative and to be flexible
- Good attention to detail to ensure integrity of records
- Able to maintain client confidentiality and privacy
- Reliable and accountable, with a commitment to meeting organisational expectations and timelines.
- Demonstrates strong organisational skills and a structured approach to managing workload and information.
- Proactive communicator, seeking clarity where required and keeping stakeholders informed.

Professional Standards and Conduct

- Demonstrates professional conduct in all interactions with clients, colleagues, volunteers, and stakeholders.
- Responds to emails, calendar invites and other communications within two business days, or in accordance with team expectations.
- Maintains accurate and up-to-date records and files in designated systems (e.g. Salesforce), ensuring accessibility and compliance.
- Manages time effectively, meeting deadlines and commitments without the need for constant supervision.
- Adheres to organisational procedures and communicates proactively regarding delays, issues, or barriers to task completion.
- Ensures alignment with the organisation's values, including integrity, collaboration, and customer centricity, in day-to-day conduct.

Equal Opportunity

Freedom Solutions is an equal opportunity employer; values diversity and encourages applications from indigenous people, people with disabilities and people from culturally and linguistically diverse backgrounds.

Acceptance

This position description is subject to review and may change in accordance with the needs of Freedom Solutions, its operations and its clients.

I have read this document and agree to undertake the duties and responsibilities listed above. I acknowledge that additional or other duties and responsibilities may be allocated to me.

Authorisation

A handwritten signature in black ink, appearing to read "Scott Miller", with a horizontal line underneath.

Name

Scott Miller

Title:

Chief Executive

Date:

April 2025