

Accessible Design Coordinator

Help evaluate and design inclusive products

(Sydney based, fixed-term 12 month maternity contract)

About the role

This is an exciting, varied and rewarding role, which involves helping evaluate the products and packaging of leading brands to identify and measure their accessibility. Hard-to-use products and hard-to-open packaging is a challenge for all consumers, but it is a major barrier to independence for older people and those living with arthritis and other disabilities. Arthritis Australia's *Accessible Design Division* provides industry and government with product and packaging design and evaluation expertise, in collaboration with US-based researchers and local research organisations. This opportunity will allow you to develop your knowledge in designing products for arthritis consumers as well as the ageing population. The position is ideal for a recent graduate or someone with a few years of experience working in the design industry.

Role responsibilities include:

- Communicating with current and potential clients about services and results, as well as building business relationships.
- Undertake research and testing of products and packaging, using existing protocols.
- Exploring and developing new partnerships to further accessible design to address the needs of the community.
- Applying research findings to design development and work with organisations to find practical solutions considering both the abilities of the consumer and manufacturing constraints.
- Communicating results and feedback through appropriate avenues including verbal, written and visual.
- Undertaking administrative tasks associated with the project including database management and contract preparation.

Key selection criteria to address in your application. You need to be able to:

- Demonstrate your experience in ergonomic or consumer testing in the design and evaluation process.
- Demonstrate an understanding of accessible, inclusive and/or universal design principles and how this has influenced your previous work.
- Communicate your experience in conducting research.
- Display an understanding of the factors that can make product and/or packaging designs more accessible, as well as the challenges with implementing this with technical manufacturing considerations.
- Demonstrate how you have worked collaboratively with different stakeholders on a project.

The ideal candidate will be a recent graduate of one of the following courses: Industrial design (Product Design), Experimental psychology, Human factors, Ergonomics, Applied science (Occupational Therapy) or equivalent degrees in related fields that demonstrate research and design element such as Sociology, Public health, Engineering, Anthropometry, Interaction Design and User experience. Experience or knowledge in packaging design and manufacturing is highly desirable. Skills in using the Adobe creative suite is also highly desirable.

To apply or to ask questions:

Please submit your resume and a capability statement that addresses the above key selection criteria, no later than C.O.B Wednesday 9 October 2019 to:

Alexandra Brayshaw | *Senior Technical & Design Lead* | Accessible Design Division

E: design@arthritisaustralia.com.au | P: 02 9518 4441

A shortlist of candidates will be drawn up and interviews will be conducted the week beginning October 14. This role will commence in early November. Arthritis Australia is located at Level 2, 255 Broadway Glebe NSW 2037

Note: For large files over 12MB in size, please reduce the file size or send link from a platform like Dropbox or Wetransfer with email application.

Position description: Accessible Design Coordinator

Key selection criteria

- Graduate from: Industrial design (Product Design), Experimental psychology, Human factors, Ergonomics, Applied science (Occupational Therapy); or equivalent degrees in related fields that demonstrate research and design element such as Sociology, Public health, Engineering, Anthropometry, Interaction Design and User experience.
- A good understanding of:
 - Design – including consumer testing/involvement in the design, development and evaluation process
 - Ergonomics
 - Accessible, inclusive and/or universal design principles
- An understanding of good research practices both through using academic sources and conducting your own research.
- Good communication skills: verbal and written
- Good ability to work with different stakeholders on a project to develop proposal or coordinate samples/information needed to progress projects
- Display an understanding of the factors that can make product and/or packaging designs accessible as well as the challenges with implementing this with technical manufacturing considerations.
- commitment to stay in the role for 12 months

Responsibilities

- Communicating with current and potential clients about services and results as well as building business relationships and preparing proposals, quotes and other information
- Coordinating with clients to obtain packaging samples, information, etc.
- Identifying the functional capabilities required to interact with the product or packaging and perform a task analysis
- Taking measurements using lab instruments such as torque meters and force meters to document the capabilities required to interact with the product or packaging. Record and document the results (written and visually)
- Creating test fixtures needed to evaluate products
- Taking illustrative photographs of the products and packaging
- Producing summaries of the evaluation results
- Coordinate a newly formed Accessible Design Alliance of not-for-profit consumer health organisations
- Consumer engagement including through social media channels and website
- Assist with the development of a research project application with relevant parties
- Maintenance of result database and administration tasks associated with the project will also be required
- Reporting and discussing progress of projects and client consultations with the *CEO*
- Graphic design, including labelling redesign and other work using InDesign, Illustrator and Photoshop
- This role will also provide ad hoc administration support.

Skills and experience. You will:

- have practical experience in product research, design and development (understanding of or willingness to learn about packaging design also desirable)
- have experience in taking scientific measurements or experimental journal (training will be provided)
- be able to operate scientific instruments and conduct evaluation processes (training will be provided)
- objectively capture data without introducing bias
- establish professional relationships with the research participants, users and clients
- have an understanding of accessible, inclusive or universal design principles
- have a passion for the consumer's experience with products and packaging
- be knowledgeable of ergonomics and empathetic to consumers with a disabilities needs and abilities
- be able to document and communicate experimental results
- demonstrate an ability to plan, coordinate and execute projects
- have technical writing skills and be able to demonstrate your attention to detail
- be comfortable communicating with clients and in public speaking
- be able to think 'outside the box' and apply design thinking to projects
- be self-motivated and be able to work independently with minimal supervision

- be adapt to the needs of others in the organization
- be good at prioritising workload, whilst maintaining versatility and flexibility
- be a problem-solver and trouble-shooter
- have skills and experience in using Adobe creative suite, and photography are highly considered.