

POSITION DESCRIPTION

POSITION: Capacity Building and Support Officer	LOCATION: MDAA Newcastle 2A Platt St Waratah NSW 2298 Or Different MDAA Offices
Salary Level: Level 4, Pay Point 1 (depending on experience) and Level 5 pay point 1 for Support Coordination role Status: Permanent part time contract subject to funding Hours: Three days per week (22.8hours) Depending on demand for Support Coordination	Award: SCHCADS Award Grade 4
SUPERVISOR	ACCOUNTABILITY
Manager for Capacity Building and Support	<ul style="list-style-type: none"> • There is a 3 month probationary period with a review at the end of this period. • Staff appraisals occur each 12 months
SELECTION CRITERIA	
<p>Knowledge</p> <ul style="list-style-type: none"> • Demonstrated experience in advocating for people's rights. • Demonstrated experience in community development and networking. • Demonstrated experience with facilitating multi-disciplinary coordinated planning within the NDIS disability sector. <p>Skills:</p> <ul style="list-style-type: none"> • Demonstrated high-level oral and written communication skills including the capacity to communicate and work with people from diverse backgrounds. • Ability to exercise sound judgment and make independent decisions. • Strong organisational skills with an ability to manage workload. • Ability to identify and address systemic issues. • Ability to use computers within the workplace including word processing, databases and email. <p>Attributes:</p> <ul style="list-style-type: none"> • Understanding of and commitment to social justice principles for people with disability. • Understanding of and commitment to cultural diversity and the rights of people from non-English speaking backgrounds. • Well-developed interpersonal skills including the ability to work with individuals from diverse backgrounds and cultures, and to work as part of a multidisciplinary team to develop collaborative relationships and networks between agencies. • In addition, the advocate must undertake police and Working with Children checks (government requirement) prior to commencement and have no serious offences that may affect working with vulnerable people. 	

ROLE AND SCOPE OF POSITION

The Capacity Building and Support Officer may work at different MDAA Offices and will provide advocacy; support coordination; pre-planning support; community education; networking with relevant government and non-government organisations; promotion of MDAA to relevant stakeholders to encourage engagement to MDAA services and support MDAA's business development ventures.

The Capacity Building and Support Officer will:

- Provide high-quality advocacy and encourage the development of self-advocacy skills;
- Possess a high level of understanding of the NDIS and have the ability to support the eligible consumer to help them prepare their plan for the NDIS; provide preplanning and application assistance to new NDIS applicants as well as build the capacity of NDIS applicants and participants
- Provide support coordination in collaboration with the participant and help establish a positive collaborative relationship with the consumer and their support networks and assist the consumer and/or NDIS participant to identify, link with and coordinate support to link with local communities, build skills, and overcome barriers and achieve goals;
- Raise awareness of the rights of people with disability in the community by organising forums, community education sessions.
- Promote MDAA to relevant stakeholders (services, people with disability etc) to encourage engagement
- Network with government and nongovernment organisations and other relevant stakeholders for purposes of individual advocacy matters, systemic, partnerships and collaborative events

POSITION SPECIFIC TASKS

KEY RESULT AREAS	KEY TASKS	KEY PERFORMANCE INDICATORS
<p>Capacity Building and Advocacy</p> <p>Outcome: Capacity Building and Advocacy are provided for people with disability, families and carers.</p>	<ol style="list-style-type: none"> 1 . Undertake advocacy for consumer including taking enquires, making referrals, advocating for individuals and families. 2. Document all enquires, intake and advocacy work in both the data base and consumer files. 3. Provide advocacy that encourages the consumer to gain confidence, resilience and an increased ability to advocate on their own behalf. 4. Identify systemic issues and liaise with the MDAA policy officer to develop strategies to address 	<ul style="list-style-type: none"> • Compliance with internal service benchmarks met; • Completion of 85 new consumers and/or participants full-time 5 days per week; • Completion of 45 new consumers and/or participants part-time 3 days per week. • Advocacy matters are documented as set out in MDAA policy and procedures. • Service provision is of a high standard and consumer(s) report satisfaction with the

	<p>systemic issues.</p> <ol style="list-style-type: none"> 5. Maintain contact with staff through attending staff meetings and teleconferencing for Team meetings and individual supervision. 6. Identify media stories focusing on rights and contribute by writing at least one story bi monthly to MDAA's social media (Facebook and twitter) and the bi-monthly newsletter. 7. Contribute to the development of resources, fact sheets, issue papers and the Annual Report as necessary. 8. Attend community meetings to promote MDAA services and raise awareness about the rights of people with disability. 	<p>service.</p> <ul style="list-style-type: none"> • Consumer(s) that they are better able to advocate on their own behalf when action plan is completed. • Systemic issues are raised and addressed. • Quarterly staff meeting and monthly Team meeting are attended. • Monthly supervision is undertaken. • Consultations, consumer forums and workshops are delivered as per the work • Contributions are made to MDAA resources and newsletter. • Input to resources, fact sheets, issue papers and the Annual Report are provided. • There is an increase in awareness of disability issues. • Strategic relationships and networks are formed with community organisations that enhance services to consumer/participants.
<p>Capacity Building and NDIS Plans</p>	<ol style="list-style-type: none"> 1. Work with consumer to determine eligibility to be a participant under the NDIS. 2. Assist the consumer to consider supports that will help them: <ul style="list-style-type: none"> • pursue their goals and aspirations • increase their independence take part in employment or community activities. 3. Provide NDIS eligible 	<ul style="list-style-type: none"> • Consumer/participant plan prepared in accordance with MDAA policy and procedures and includes information provided by the consumer. • Consumers report that they are better able to plan goals. • Compliance with internal service benchmarks, as set out. • Pre-Planning matters are documented as set out in

	<p>consumers with support in pre planning and connecting the consumer to a Local Area Coordinator (LAC).</p> <ol style="list-style-type: none"> 4. Assist consumer apply to be an NDIA participant. Attend meeting with consumer and LAC/NDIA. 5. Follow through to completion of plan and connecting to services and/or finalizing the relationship with the consumer/participant. 	<p>MDAA policy and procedures.</p> <ul style="list-style-type: none"> • Service provision is of a high standard and consumers report satisfaction with the service. • Maintaining accurate records of dealings with participants or applicants
<p>Support Coordination</p>	<ol style="list-style-type: none"> 1. Support Officer to provide Support Coordination to participants with NDIS Plans 2. Work with the NDIS participant to put their plan into action. 3. Support the participant to organize and choose supports and access mainstream community 4. Identify, coordinate, manage and/or facilitate a range of supports and providers to meet identified needs. 5. Ensure that support responses focus on participant goals and objectives. 6. Support the participant to build capacity to exercise choice and control in implementing their plans. 7. Assistance in resolving points of crisis and negotiating support agreements for and with participants. 8. All consumers/ participants dissatisfied with their plans are to be referred to MDAA's NDIS Appeals Manager. 	<ul style="list-style-type: none"> • Consumer/participant report they have the skills, resources and confidence they need to participate in the community or access the same kind of opportunities or services as other people. • Support coordination is completed as per the agreed work schedule and all claims for payment are lodged with the Team Leader as soon as possible. • All Reports are prepared expeditiously and in accordance with MDAA policy and procedures. • Participant plans are implemented; the participants choices considered; and decisions reviewed.

<p align="center">CORE TASKS AND BEHAVIOURS</p> <p align="center">Core behaviours refer to those tasks, attitudes and behaviours that apply to all staff regardless of position description or level of responsibility.</p>		
KEY RESULT AREAS	KEY TASKS	KEY PERFORMANCE INDICATORS
Organisational Culture	<p>All employees will</p> <ul style="list-style-type: none"> • Adhere to the MDAA Constitution, philosophy, policies and procedures including state & federal legislation such as the Disability Services Act; and National Standards for Disability Services • Adhere to funding body service agreements and industry standards • Use clear and effective communication • Act to support volunteers, management and other staff members • Contribute to the development and growth of the organisation • Demonstrate commitment to empowering people with disability and encouraging self advocacy 	<p>An employee can demonstrate familiarity with and apply all relevant regulations and standards to their actions and professional practice.</p> <p>An employee can show examples of written and oral communication that has been clear and effective in achieving a desired outcome.</p> <p>An employee can discuss their contribution to the organisation's goals and objectives and their effectiveness in supporting their colleagues.</p>
Accountability	<p>All employees will:</p> <ul style="list-style-type: none"> • Document all work in line with industry standards • Undertake the collection of data • Perform all reasonable duties requested within the scope of your role 	<p>An employee can produce a written report outlining results achieved from the work plan on a monthly basis.</p>
Teamwork	<p>All employees will:</p> <ul style="list-style-type: none"> • Attend staff, team and casework meetings when required • Contribute to a positive and cooperative work environment • Follow through on commitments • Contribute to housekeeping tasks 	<p>An employee can provide examples of engagement with the team including a range of cooperative work practices.</p>

Professional Development & Training	All employees will: <ul style="list-style-type: none"> • Attend supervision sessions • Undertake a yearly staff appraisal • Participate in required training and ongoing professional education 	An employee can give examples of improvement in professional knowledge or skills gained through supervision or attendance at training.
Planning and Evaluation	All employees will: <ul style="list-style-type: none"> • Contribute to strategic and operational planning and evaluation • Write and complete work plans in line with the outcomes in the strategic plan. 	An employee can write and implement a work plan that reflects the strategic and operational plans of the organisation.
Continuous Improvement	All employees will: <ul style="list-style-type: none"> • Exercise initiative and regularly discuss improvements to work processes 	An employee can demonstrate adaptation to change or initiation of change in area of expertise.
Work Health & Safety	All employees will: <ul style="list-style-type: none"> • Understand the WH&S Policy, and how they can participate and support the implementation of WH&S Policy. 	An employee can show that he/she has taken responsibility to identify safety hazards, report & document incidents or exercised duty of care.
Communication	<ul style="list-style-type: none"> • Demonstrate commitment to effective communication including appropriate use of Plain English, interpreters and language skills 	An employee can show that he/she has used their language skills to assist consumers.

CERTIFICATION

We have carefully reviewed this Position Description and are satisfied that it fully and accurately describes the requirements of the position.

EXECUTIVE DIRECTOR

Signature: _____ Date: _____

I have read this document and agree to undertake the duties and responsibilities as listed above. I acknowledge this profile is only an indication of tasks and understand that I may be required to undertake additional duties and responsibilities from time to time that are not detailed herein, yet within or aligned to my skills set.

CAPACITY BUILDING AND SUPPORT OFFICER

Name: _____

Signature: _____ Date: _____