



Multicultural Disability Advocacy Association of NSW Inc

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Position Vacant Manager of Capacity Building Team

The Multicultural Disability Advocacy Association (MDAA) is the leading NSW advocacy agency for people from non-English speaking (NESB) and culturally and linguistically diverse backgrounds with disability and their families/friends. MDAA is seeking applications for the position of Manager of Capacity Building Team. MDAA, a peak body working for social justice and its vision is to create a community where everyone, regardless of background or disability, feels welcome, included and supported.

The Manager of Capacity Building Team will lead and inspire a team of individual advocates and support coordination officers. The role is to get a fairer deal for people from diverse backgrounds with disability and their families.

The Manager creates ongoing opportunities to benefit consumers from diverse backgrounds with disability, e.g. by delivering advocacy, support coordination, community engagement forums and ongoing staff training.

The Manager establishes good working relationships with consumers, members, staff and other stakeholders.

Selection criteria:

Essential:

1. Relevant tertiary qualifications or equivalent experience in advocating for people's rights
2. Strong knowledge of the disability sector including disability advocacy, NDIS and support coordination, government and non-government organisations, and relevant legislation/regulations
3. Demonstrated experience in the supervision and management of staff
4. Ability to train, monitor and evaluate advocacy work and support coordination
5. Demonstrated high-level interpersonal skills, including the capacity to communicate and work effectively with people from diverse backgrounds, conflict resolution and mediation skills
6. Ability to exercise sound judgment and make independent decisions
7. Must have strong written communication skills and strong analytical and problem-solving skills

Desirable:

- Ability to identify and address systemic issues
- IT proficiency
- Understanding of and commitment to social justice
- Community development and networking or management of people

Your major responsibilities will include:

- Manage the day to day delivery of disability advocacy and support coordination services including managing NDIS payment request charges for support coordination
- Supervise and support team work (face to face, teleconference, videoconference, and travel to regional offices)
- Work with Intake Officer to monitor the intake of new consumers
- Allocate new consumers to team including advocacy and/or support coordination and monitor caseload
- Maintain the quality assurance and continuous improvement by undertaking regular reviews of correspondence, file reviews, performance reviews and regular supervision
- Provide team with ongoing training to ensure skills, experience and knowledge continues to grow and expand
- Assist with recruitment and induction of staff
- Provide case advice and assistance in complex or ethically difficult cases
- Review and update the training Manual/procedures at least annually
- Work closely with the Executive Officer to prepare for third party verification audits
- Work closely with the Executive Officer to ensure operational systems work smoothly and meet the needs of clients and advocacy staff (e.g. Admin support, Cm6, intake system)
- Manage delivery of capacity building to community including consumer forums
- Monitor client feedback and complaints in accordance with MDAA policy and procedure
- Assist team to research, identify, prioritise, plan and monitor work

This is a full-time position at Social, Community, Home Care and Disability Services Industry Award 2010 Grade 6 with possible promotion to Grade 7, includes generous salary packaging.

MDAA is an equal opportunity employer and we apply an affirmative action policy for people from NES/CALD background with disability.

For an information package call MDAA, further enquiries to Susan Laguna on (02) 9891 6400.

Applicants must address all of the selection criteria. Send your application to:

Confidential, Susan Laguna

PO Box 884, Granville NSW 2142 or, MDAA jobs@mdaa.org.au

Applications close: COB 12 May 2019