



## POSITION DESCRIPTION

<b>POSITION:</b> Capacity Building and Support Officer	<b>LOCATION:</b> MDAA Granville 10-12 Hutchinson Street Granville, 2142
<b>Salary Level:</b> <b>Status:</b> 3 Day Position  <b>Hours:</b> 22.8 Hours per week	<b>Award:</b> SCHCADS Award Grade 4  <b>Salary Range:</b> As above
<b>SUPERVISOR</b>	<b>ACCOUNTABILITY</b>
Manager, Capacity Building and Supports	<ul style="list-style-type: none"> <li>• Manager, Capacity Building and Supports</li> <li>• Funding bodies/organisations</li> <li>• Staff appraisals occur each 12 months.</li> </ul>
<b>SELECTION CRITERIA</b>	
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience in advocating for people's rights.</li> <li>• Demonstrated experience in community development and networking.</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Demonstrated high-level oral and written communication skills including the capacity to communicate and work with people from diverse backgrounds.</li> <li>• Ability to exercise sound judgment and make independent decisions.</li> <li>• Strong organisational skills with an ability to manage workload.</li> <li>• Ability to identify and address systemic issues.</li> <li>• Ability to use computers within the workplace including word processing, databases and email.</li> </ul> <p><b>Attributes:</b></p> <ul style="list-style-type: none"> <li>• Understanding of and commitment to social justice principles for people with disability.</li> <li>• Understanding of and commitment to cultural diversity and the rights of people from non-English speaking backgrounds.</li> <li>• 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.</li> </ul> <p>In addition, the advocate must undertake police check (government requirement) prior to commencement and have no serious offences that may affect working with vulnerable people.</p>	
<b>ROLE AND SCOPE OF POSITION</b>	
<p>The Capacity Building and Support Officer will work at Multicultural Disability Advocacy Association (MDAA Granville). The Capacity Builder and Support Officer is a member of the MDAA Team. MDAA is an innovative disability agency where diversity is celebrated and valued. The Capacity Building and Support Officer will:</p> <ul style="list-style-type: none"> <li>• Provide a high-quality advocacy and encourage the development of self-advocacy skills;</li> <li>• Possess a high level of understanding of the NDIS and refer consumer/participants dissatisfied with their NDIS Plan to MDAA's NDIS Appeals Manager.</li> <li>• Refer people with disability experiencing abuse, neglect or exploitation to Disability Advocacy Royal Commission and CBSO Manager</li> <li>• Establish a positive collaborative relationship with the consumer and their support networks and assist people with disability and/or NDIS participant to identify services they need, link</li> </ul>	

<p>with local communities, access non-government and government departments, develop capacity building skills, and overcome barriers in accessing services and achieve goals;</p> <ul style="list-style-type: none"> <li>• Raise awareness of MDAA services and rights of people with disability in the community.</li> </ul>		
POSITION SPECIFIC TASKS		
KEY RESULT AREAS	KEY TASKS	KEY PERFORMANCE INDICATORS
<p><b>Capacity Building and Advocacy</b></p> <p><b>Outcome:</b> Capacity Building and Advocacy are provided for people with disability, families and carers.</p>	<ol style="list-style-type: none"> <li>1. Undertake advocacy for consumer including taking enquires, making referrals, advocating for individuals and families.</li> <li>2. Document all enquires, intake and advocacy work in both the data base and consumer files.</li> <li>3. Provide advocacy that encourages the consumer to gain confidence, resilience and an increased ability to advocate on their own behalf.</li> <li>4. Identify systemic issues and liaise with the MDAA policy officer to develop strategies to address systemic issues.</li> <li>5. Maintain contact with staff through attending staff meetings and teleconferencing for Team meetings and individual supervision.</li> <li>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 consumer newsletter.</li> <li>7. Contribute to the development of resources, fact sheets, issue papers and the Annual Report as necessary.</li> <li>8. Attend community meetings to promote MDAA services and raise awareness about the rights of people with disability.</li> <li>9. Record consumer/participants cases on CM6database and by creating physical files.</li> <li>10. Compile monthly report</li> <li>11. Attend quarterly meeting and training sessions at Head Office in Granville</li> </ol>	<ul style="list-style-type: none"> <li>• Compliance with internal service benchmarks, as set out.</li> <li>• Advocacy matters are documented as set out in MDAA policy and procedures.</li> <li>• Service provision is of a high standard and consumer(s) report satisfaction with the service.</li> <li>• Consumer(s) that they are better able to advocate on their own behalf when action plan is completed.</li> <li>• Systemic issues are raised and addressed.</li> <li>• Quarterly staff meeting and monthly Team meeting are attended.</li> <li>• Monthly supervision is undertaken.</li> <li>• Consultations, consumer forums and workshops are delivered as per the work plan.</li> <li>• Contributions are made to MDAA resources and newsletter.</li> <li>• Input to resources, fact sheets, issue papers and the Annual Report are provided.</li> <li>• There is an increase in awareness of disability issues.</li> <li>• Strategic relationships and networks are formed with community organisations that enhance services to consumer/participants.</li> </ul>

<p><b>Facilitating Access to NDIS and Supports, other disability services and Disability Advocacy Royal Commission</b></p>	<ol style="list-style-type: none"> <li>1. Work with consumer to determine eligibility to be a participant under the NDIS.</li> <li>2. Assist the consumer to consider other disability supports that will help them: <ul style="list-style-type: none"> <li>• pursue their goals and aspirations</li> <li>• increase their independence</li> <li>• take part in employment or community activities.</li> </ul> </li> <li>3. Work with the consumer to develop an individual plan including information on everyday activities.</li> <li>4. Referral of consumer/participants dissatisfied with their NDIS Plan to MDAA's NDIS Appeals Manager.</li> <li>5. Promotion of Disability Royal Commission and Referral of consumers/participants experiencing abuse, neglect or exploitation to Disability Advocacy Royal Commission (DARC)</li> </ol>	<ul style="list-style-type: none"> <li>• Consume/participant plan prepared in accordance with MDAA policy and procedures and includes information provided by the consumer.</li> <li>• Consumers report that they are better able to plan goals.</li> <li>• Compliance with internal service benchmarks, as set out.</li> <li>• Royal Commission matters are documented as set out in MDAA policy and procedures.</li> <li>• MDAA services are promoted to communities, non-government organizations and government departments</li> <li>• Service provision is of a high standard and consumers report satisfaction with the service.</li> </ul>
<p><b>Capacity Building and Support Officer</b></p> <p>Overall</p> <p>Benchmark Targets</p>	<ol style="list-style-type: none"> <li>1. Capacity Building and Support Officer to provide capacity building and advocacy to people with disability.</li> <li>2. Capacity Building and Support Officer to provide/organize information sessions and forms for people with disability</li> <li>3. Capacity Building and Support Officer to promote Disability Advocacy Royal Commission (DARC)</li> </ol>	<ul style="list-style-type: none"> <li>• Compliance with internal service benchmarks met;</li> <li>• Completion of 85 new consumers and/or participants for full time staff 5 days per week;</li> <li>• Completion of 45 new consumers and/or participants part-time 3 days per week.</li> <li>• Referral of 10 consumers to Disability Royal Commission</li> </ul>
<p><b>CORE TASKS AND BEHAVIOURS</b></p> <p>Core Behaviours refer to those tasks, attitudes and behaviours that apply to all staff regardless of position description or level of responsibility.</p>		
<p><b>KEY RESULT AREAS</b></p>	<p><b>KEY TASKS</b></p>	<p><b>KEY PERFORMANCE INDICATORS</b></p>
<p><b>Organisational Culture</b></p>	<p>All employees will</p> <ul style="list-style-type: none"> <li>• adhere to the MDAA Constitution, philosophy, policies and procedures including state &amp; federal legislation such as the</li> </ul>	<p>An employee can demonstrate familiarity with and apply all relevant regulations and standards to their actions and professional practice.</p>

	<p>Disability Services Act; and Disability Services standards</p> <ul style="list-style-type: none"> <li>• adhere to funding body service agreements and industry standards</li> <li>• use clear and effective communication</li> <li>• act to support volunteers, management and other staff members</li> <li>• contribute to the development and growth of the organization</li> </ul>	<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>
<b>Accountability</b>	<p>All employees will:</p> <ul style="list-style-type: none"> <li>• document all work in line with industry standards</li> <li>• undertake the collection of data</li> <li>• perform all reasonable duties requested by the Team Leader, Mentor &amp; Executive Director.</li> </ul>	<p>An employee can produce a written report outlining results achieved from the work plan on a monthly basis.</p>
<b>Teamwork</b>	<p>All employees will:</p> <ul style="list-style-type: none"> <li>• attend staff, team and casework meetings when required</li> <li>• contribute to a positive and cooperative work environment</li> <li>• follow through on commitments</li> <li>• contribute to housekeeping tasks</li> </ul>	<p>An employee can provide examples of engagement with the team including a range of cooperative work practices.</p>
<b>Professional Development &amp; Training</b>	<p>All employees will:</p> <ul style="list-style-type: none"> <li>• attend supervision sessions</li> <li>• undertake a yearly staff appraisal</li> <li>• participate in required training and ongoing professional education</li> </ul>	<p>An employee can give examples of improvement in professional knowledge or skills gained through supervision or attendance at training.</p>
<b>Planning and Evaluation</b>	<p>All employees will:</p> <ul style="list-style-type: none"> <li>• Contribute to strategic and operational planning and evaluation</li> <li>• Write and complete work plans in line with the outcomes in the strategic plan.</li> </ul>	<p>An employee can write and implement a work plan that reflects the strategic and operational plans of the organisation.</p>
<b>Continuous Improvement</b>	<p>All employees will:</p> <ul style="list-style-type: none"> <li>• Exercise initiative and regularly discuss improvements to work processes</li> </ul>	<p>An employee can demonstrate adaptation to change or initiation of change in area of expertise.</p>
<b>Work Health and Safety</b>	<p>All employees will:</p> <ul style="list-style-type: none"> <li>• Understand the WHS Policy, and how they can participate and support the implementation of WHS Policy.</li> </ul>	<p>An employee can show that he/she has taken responsibility to identify safety hazards, report &amp; document incidents or exercised duty of care.</p>
<b>Language Skills</b>	<p>All employees will:</p> <ul style="list-style-type: none"> <li>• Use language skills in support and furtherance of all program areas where appropriate</li> </ul>	<p>An employee can show that he/she has used their language skills to assist consumer/participants.</p>

**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: \_\_\_\_\_ (Susan Laguna)

Date: \_\_\_\_\_

I have read this document and agree to undertake the duties and responsibilities as listed above. I acknowledge this profile is only an indicative 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: \_\_\_\_\_