



POSITION DESCRIPTION

POSITION: Capacity Building and Support Officer	LOCATION: Various Regional locations
Salary Level: Status: 3 Day Position Hours: 22.8 Hours per week	Award: SCHCADS Award Grade 4 Salary Range: As above
SUPERVISOR	ACCOUNTABILITY
Manager, Capacity Building and Supports	<ul style="list-style-type: none"> · Manager, Capacity Building and Supports · Funding bodies/organisations · 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. <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. <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>	
ROLE AND SCOPE OF POSITION	
<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"> · Provide a high-quality advocacy and encourage the development of self-advocacy skills; · Possess a high level of understanding of the NDIS and refer consumer/participants dissatisfied with their NDIS Plan to MDAA’s NDIS Appeals Manager. · Refer people with disability experiencing abuse, neglect or exploitation to Disability Advocacy Royal Commission and CBSO Manager · 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 	

<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"> · Raise awareness of MDAA services and rights of people with disability in the community. 		
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 systemic issues. 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 consumer 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. 9. Record consumer/participants cases on CM6database and by creating physical files. 10. Compile monthly report 11. Attend quarterly meeting and training sessions at Head Office in Granville 	<ul style="list-style-type: none"> · Compliance with internal service benchmarks, as set out. · 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 service. · 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 plan. · 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>Facilitating Access to NDIS and Supports, other disability services and Disability Advocacy Royal Commission</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 other disability 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. Work with the consumer to develop an individual plan including information on everyday activities. 4. Referral of consumer/participants dissatisfied with their NDIS Plan to MDAA's NDIS Appeals Manager. 5. Promotion of Disability Royal Commission and Referral of consumers/participants experiencing abuse, neglect or exploitation to Disability Advocacy Royal Commission (DARC) 	<ul style="list-style-type: none"> · Consume/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. · Royal Commission matters are documented as set out in MDAA policy and procedures. · MDAA services are promoted to communities, non-government organizations and government departments · Service provision is of a high standard and consumers report satisfaction with the service.
<p>Capacity Building and Support Officer</p> <p>Overall</p> <p>Benchmark Targets</p>	<ol style="list-style-type: none"> 1. Capacity Building and Support Officer to provide capacity building and advocacy to people with disability. 2. Capacity Building and Support Officer to provide/organize information sessions and forms for people with disability 3. Capacity Building and Support Officer to promote Disability Advocacy Royal Commission (DARC) 	<ul style="list-style-type: none"> · Compliance with internal service benchmarks met; · Completion of 85 new consumers and/or participants for full time staff 5 days per week; · Completion of 45 new consumers and/or participants part-time 3 days per week. · Referral of 10 consumers to Disability Royal Commission
<p>CORE TASKS AND BEHAVIOURS</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>KEY RESULT AREAS</p>	<p>KEY TASKS</p>	<p>KEY PERFORMANCE INDICATORS</p>
<p>Organisational Culture</p>	<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 	<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"> · 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 organization 	<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 by the Team Leader, Mentor & Executive Director. 	An employee can produce a written report outlining results achieved from the work plan on a monthly basis.
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 	An employee can provide examples of engagement with the team including a range of cooperative work practices.
Professional Development & Training	<p>All employees will:</p> <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	<p>All employees will:</p> <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	<p>All employees will:</p> <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 and Safety	<p>All employees will:</p> <ul style="list-style-type: none"> · Understand the WHS Policy, and how they can participate and support the implementation of WHS Policy. 	An employee can show that he/she has taken responsibility to identify safety hazards, report & document incidents or exercised duty of care.
Language Skills	<p>All employees will:</p> <ul style="list-style-type: none"> · Use language skills in support and furtherance of all program areas where appropriate 	An employee can show that he/she has used their language skills to assist consumer/participants.

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: _____