

**POSITION DESCRIPTION**

<p><b>POSITION:</b> Capacity Building and Support Manager</p>	<p><b>LOCATION:</b> MDAA Offices</p>
<p><b>Salary Level:</b> Level 6 possible upgrade to Level 7 (depending on experience)</p> <p><b>Status:</b> Permanent full time contract subject to funding – five days per week and hours may include work on weekends or after hours in different MDAA offices</p>	<p><b>Award:</b> SCHCADS Award</p>
<p><b>SUPERVISOR</b></p>	<p><b>ACCOUNTABILITY</b></p>
<p>Capacity Building and Support Manager (MDAA)</p>	<ul style="list-style-type: none"> <li>• There is a 6 months probationary period with a review at the end of this period.</li> <li>• Staff appraisals occur each 12 months</li> </ul>
<p><b>SELECTION CRITERIA</b></p>	
<p>Knowledge:</p> <ul style="list-style-type: none"> <li>• Relevant tertiary qualifications or equivalent experience in advocating for people's rights</li> <li>• Community development and networking (per Award requirements) or management of people</li> <li>• Strong knowledge of the disability sector including the NDIS; government departments and agencies and non-government organisations, and relevant legislation/regulations</li> </ul> <p>Skills:</p> <ul style="list-style-type: none"> <li>• Demonstrated experience in the supervision and management of staff and/or volunteers</li> <li>• Ability to monitor and evaluate advocacy work</li> <li>• Demonstrated high-level interpersonal skills, including the capacity to communicate and work with people from diverse backgrounds, conflict resolution and mediation skills</li> <li>• Ability to interact and manage a range of stakeholders, exercising sensitivity and empathy</li> <li>• Ability to mentor people with disability to develop self-advocacy skills</li> <li>• Strong written communication skills</li> <li>• Strong analytical and problem solving skills</li> <li>• Ability to exercise sound judgment and make independent decisions</li> <li>• Strong organisational skills with an ability to manage workload (own and others)</li> <li>• Ability to identify and address systemic issues</li> <li>• IT proficiency</li> </ul> <p>Attributes:</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>• In addition, the advocate must undertake police check (government requirement) prior to commencement and have no serious offences that may affect working with v vulnerable people.</li> </ul>	
<p><b>ROLE AND SCOPE OF POSITION</b></p>	
<p>The Manager for Capacity Building and Support will manage the day-to-day operations</p>	

and staff in MDAA's Capacity Building and Support Team which will provide individual advocacy ensuring positive outcomes for consumers/participants.

The role would also include the promotion of the organisation and its services in different platforms with the view of fostering disability awareness and cultural responsiveness in government and non-government sectors, to represent the voice of CALD people with disability and lobby for changes in the system.

**POSITION SPECIFIC TASKS**

KEY RESULT AREAS	KEY TASKS	KEY PERFORMANCE INDICATORS
<p>Capacity Building and Advocacy</p> <p>Outcome: Ensure the team provides effective and timely advocacy support to people with disability, families and carers and compliance of work requirements</p>	<ol style="list-style-type: none"> <li>1. Ensure high quality individual advocacy support is provided by the team which encourages the consumers to gain confidence, resilience and an increased ability to advocate on their own behalf.</li> <li>2. Manage the intake and referral processes ensuring accurate documentation of all consumer and community work in both the data base and consumer files.</li> <li>2. Collate systemic issues identified by the team and liaise with the MDAA policy officer to develop strategies to address systemic issues.</li> <li>3. Manage the induction process of new staff and maintain close contact with the team through supervision, team meetings and mentoring.</li> <li>4. Organise roster of staff contributions of consumer media stories focusing on rights on a weekly basis to MDAA's social media (Facebook and twitter) and the bi-monthly newsletter.</li> <li>5. Work with the Systemic Officer and the team to</li> </ol>	<p>Ensure compliance with internal service benchmarks are met by the team;</p> <ul style="list-style-type: none"> <li>• Completion of 85 new consumers and/or participants full-time 5 days per week;</li> <li>• Completion of 45 new consumers and/or participants part-time 3 days per week.</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</li> <li>• Contributions are made to MDAA resources and newsletter.</li> </ul>

	<p>develop resources, fact sheets, issue papers and the Annual Report as necessary.</p> <p>6. Develop a targeted annual calendar of community information meetings to promote MDAA, government and relevant non government services and raise awareness about the rights of people with disability.</p> <p>7. Support the team to carry out the following capacity building activities with consumers and family members:</p> <ul style="list-style-type: none"> <li>• provide information, support and rights-based education</li> <li>• organise self-development/skills training workshops</li> <li>• facilitate involvement in community activities</li> <li>• encourage consumers to access the NDIS and support them through the process.</li> </ul> <p>8. Facilitate the team's contribution to the development of resources, fact sheets, issue papers and the Annual Report as necessary.</p> <p>9. Attend community meetings to promote MDAA services and raise awareness about the rights of people with disability.</p> <p>10. Perform all reasonable duties requested within the scope of your role</p>	<ul style="list-style-type: none"> <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> <li>• Consultations, at least 14 consumer forums and workshops are delivered for the Metro and regional offices</li> <li>• Consumer's satisfaction survey done and 90% consumers report satisfaction with activities conducted.</li> <li>• Contributions are made to MDAA resources and newsletter every 2 months.</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 consumers.</li> <li>• A minimum of 20 promotional activities are carried out</li> </ul>
<p>Capacity Building and NDIS Ensure the capacity building and advocacy</p>	<p>1. Develop strategies for the promotion of NDIS by the team to CALD consumers</p>	<ul style="list-style-type: none"> <li>• Consume/participant plan prepared in accordance with MDAA policy and procedures and includes</li> </ul>

<p>are provided for people with disability, families and carers by their advocates that encourages the consumer to gain confidence, resilience and an increased ability to advocate on their own behalf and increase consumers' participation in MDAA activities, decision making processes and operations as well as their participation in NDIS.</p>	<p>to increase access to NDIS</p> <ol style="list-style-type: none"> <li>2. Ensure the team strongly support the consumers to help them: <ul style="list-style-type: none"> <li>• pursue their goals and aspirations</li> <li>• increase their independence take part in employment or community activities.</li> </ul> </li> <li>3. Ensure the team provides NDIS eligible consumers with support</li> </ol>	<p>information provided by the consumer.</p> <ul style="list-style-type: none"> <li>• Consumers report that they are better able to plan goals.</li> <li>• Compliance with internal service benchmarks, as set out.</li> <li>• Pre-Planning matters are documented as set out in MDAA policy and procedures.</li> <li>• Service provision is of a high standard and consumers report satisfaction with the service.</li> <li>• Maintaining accurate records of dealings with participants or applicants</li> </ul>
<p>Team Leadership</p> <p>Outcome: Achievement of MDAA's strategic objectives for its capacity building, advocacy service and NDIS ventures</p>	<ol style="list-style-type: none"> <li>1. Create and maintain a team culture of inclusion and empowerment where staff feel valued and are engaged with all MDAA objectives and activities</li> <li>2. Manage the performance and development of direct reports including providing support and coaching, structured supervision, performance appraisals, etc.</li> <li>3. Establish regular communication channels with IA staff to coordinate team activities, procedures and administration (e.g. team meetings, supervision, reporting)</li> </ol>	<ul style="list-style-type: none"> <li>• Compliance with MDAA management policies</li> <li>• Benchmarks for consumer targets achieved by the team</li> <li>• Advocacy matters as well as other capacity building functions and events are documented and ensure the maintenance of the Customer Management System (CM6) is up to date.</li> <li>• Regular evaluation of consumer and NDIS participants' activities to be done which identifies service provision is of a high standard and consumer(s) report satisfaction with the service.</li> <li>• Regular supervision for all team members on a monthly basis</li> <li>• Communication strategy is developed and high level of communication with the IA Team</li> <li>• Create an active and</li> </ul>

		<p>effective team work of Capacity Building and Support</p> <ul style="list-style-type: none"> <li>• Performance reviews carried out in timely manner</li> <li>• Regular reporting done as well as contributions to the social media platforms of MDAA are done</li> <li>• Organise team contributions to the development of resources, fact sheets, issue papers and the Annual Report as necessary.</li> </ul>
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<p align="center"><b>CORE TASKS AND BEHAVIOURS</b></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
<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 Disability Services Act; and National Standards for Disability Services</li> <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 organisation</li> <li>• Demonstrate commitment to empowering people with disability and encouraging self advocacy</li> </ul>	<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>
<p><b>Accountability</b></p>	<p>All employees will:</p> <ul style="list-style-type: none"> <li>• Document all work in line with industry standards</li> </ul>	<p>An employee can produce a written report outlining results achieved from the work plan on a monthly basis.</p>

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	<ul style="list-style-type: none"> <li>• Undertake the collection of data</li> <li>• Perform all reasonable duties requested within the scope of your role</li> </ul>	
<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>	An employee can provide examples of engagement with the team including a range of cooperative work practices.
<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>	An employee can give examples of improvement in professional knowledge or skills gained through supervision or attendance at training.
<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>	An employee can write and implement a work plan that reflects the strategic and operational plans of the organisation.
<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>	An employee can demonstrate adaptation to change or initiation of change in area of expertise.
<b>Work Health And Safety</b>	<p>All employees will:</p> <ul style="list-style-type: none"> <li>• Understand the WH&amp;S Policy, and how they can participate and support the implementation of WH&amp;S Policy.</li> </ul>	An employee can show that he/she has taken responsibility to identify safety hazards, report & document incidents or exercised duty of care.
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Demonstrate commitment to effective communication including appropriate use of Plain English, interpreters</li> </ul>	An employee can show that he/she has used their language skills to assist consumers.

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	and language skills	
CERTIFICATION		
<p>We have carefully reviewed this Position Description and are satisfied that it fully and accurately describes the requirements of the position.</p> <p><b>EXECUTIVE DIRECTOR</b></p> <p>Signature: _____</p> <p>Date: _____</p> <p>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.</p> <p>Name: _____</p> <p>Signature: _____</p> <p>Date: _____</p>		