



POSITION DESCRIPTION

POSITION: Capacity Building and Support Officer (CBSO)	LOCATION: Granville with frequent travel to regional and remote NSW
Salary Level: Status: 5 Day Position Hours: 38 Hours per week	Award: SCHCADS Award Grade 4 Salary Range: As above
SUPERVISOR	ACCOUNTABILITY
Manager, Capacity Building and Support Program	<ul style="list-style-type: none"> - Manager, Capacity Building and Support Program - Executive Director, - Governance Committee Members
SELECTION CRITERIA	
<p>Selection criteria:</p> <p>Essential</p> <ul style="list-style-type: none"> • Relevant tertiary qualifications or equivalent work experience in advocating for/with people with disability • Knowledge of the disability sector in Australia • Demonstrated experience in providing advocacy support to people with disability from CALD backgrounds • Experience in supporting people with disability to build their capacity to advocate for themselves • Demonstrated experience in community development and networking • Good oral and written communication skills • Ability to travel to regional and remote NSW frequently • NSW full driving license <p>Desirable:</p> <ul style="list-style-type: none"> • Ability to identify and address systemic issues • IT proficiency • Bi-lingual 	
ROLE AND SCOPE OF POSITION	
<p>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 disability advocacy service and encourage the development of self-advocacy skills - Assist people with disability to identify services they need, link with local communities, access non-government and government departments, develop capacity building skills, and overcome barriers in accessing services and achieve goals - Establish a positive collaborative relationship with the consumers and their support networks - Raise awareness of MDAA services and rights of people with disability in the community - Refer consumers to appropriate services 	

POSITION SPECIFIC TASKS		
KEY RESULT AREAS	KEY TASKS	KEY PERFORMANCE INDICATORS
Capacity Building and Advocacy	<ol style="list-style-type: none"> 1. Undertake advocacy for consumer including taking enquiries, making referrals, advocating for individuals and families. 2. Document all enquiries, 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. Provide/organize information sessions and forums for people with disability and their carers 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. 8. Record consumer/ participants cases on database and by creating physical files. 	<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. · 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. · Strategic relationships and networks are formed with community organisations that enhance services to consumer/participants. · Completion of 85 new consumers for full time staff and completion of 45 new consumers for part-time (3 days per week).

Facilitating access to disability services and supports	<ol style="list-style-type: none"> 1. Assist the consumer to consider 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. 2. Work with the consumer to develop an individual plan including information on everyday activities. 3. Referral of consumer/ participants dissatisfied with their NDIS Plan 4. Promotion of NDIS and Disability Royal Commission and Referral of consumers/participants 	<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. · 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. · Referral of 10 consumers
Meeting attendance, Reporting and professional development	<ol style="list-style-type: none"> 1. Maintain contact with staff through attending staff meetings and teleconferencing for Team meetings and individual supervision. 2. Prepare and submit monthly report 3. Attend quarterly Staff Development Network and training sessions 	<ul style="list-style-type: none"> · Staff meeting and monthly Team meeting are attended. · Bio-monthly support/ supervision session is undertaken. · Participation and contribution to Staff Development Network.
GENERAL CONDITIONS		
AREAS	TASKS	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 Disability Services standards · 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 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	All employees will: <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, Manager & Executive Director. 	An employee can produce a written report outlining results achieved from the work plan on a monthly basis.
Teamwork	All employees will: <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	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 and Safety	All employees will: <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 s/he has taken responsibility to identify safety hazards, report & document incidents or exercised duty of care.
Language Skills	All employees will: <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

Name: _____
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 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: _____