



## POSITION DESCRIPTION

<b>POSITION:</b> Capacity Building and Support Officer (CBSO)	<b>LOCATION:</b> Wollongong, NSW
<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 Support Program	<ul style="list-style-type: none"> <li>- Manager, Capacity Building and Support Program</li> <li>- Executive Director,</li> <li>- Governance Committee Members</li> </ul>
<b>SELECTION CRITERIA</b>	
<p><b>Selection criteria:</b></p> <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Relevant tertiary qualifications or equivalent work experience in advocating for people with disability</li> <li>• Knowledge of the disability sector in Australia</li> <li>• Demonstrated experience in providing advocacy support to people with disability from CALD backgrounds</li> <li>• Experience in supporting people with disability to build their capacity to advocate for themselves</li> <li>• Demonstrated experience in community development and networking</li> <li>• Good oral and written communication skills</li> <li>• Ability to travel to regional NSW</li> <li>• IT proficiency</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Ability to identify and address systemic issues</li> <li>• Bi-lingual</li> <li>• NSW full driving licence</li> </ul>	
<b>ROLE AND SCOPE OF POSITION</b>	
<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"> <li>- Provide a high-quality disability advocacy service and encourage the development of self-advocacy skills</li> <li>- 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</li> <li>- Establish a positive collaborative relationship with the consumers and their support networks</li> <li>- Raise awareness of MDAA services and rights of people with disability in the community</li> <li>- Refer consumers to appropriate services</li> </ul>	

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

<p><b>Facilitating access to disability services and supports</b></p>	<ol style="list-style-type: none"> <li>1. Assist the consumer to consider 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>2. Work with the consumer to develop an individual plan including information on everyday activities.</li> <li>3. Referral of consumer/ participants dissatisfied with their NDIS Plan</li> <li>4. Promotion of NDIS and Disability Royal Commission and Referral of consumers/participants</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>· 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> <li>· Referral of 10 consumers</li> </ul>
<p><b>Meeting attendance, Reporting and professional development</b></p>	<ol style="list-style-type: none"> <li>1. Maintain contact with staff through attending staff meetings and teleconferencing for Team meetings and individual supervision.</li> <li>2. Prepare and submit monthly report</li> <li>3. Attend quarterly Staff Development Network and training sessions</li> </ol>	<ul style="list-style-type: none"> <li>· Staff meeting and monthly Team meeting are attended.</li> <li>· Bio-monthly support/ supervision session is undertaken.</li> <li>· Participation and contribution to Staff Development Network.</li> </ul>
<p><b>GENERAL CONDITIONS</b></p>		
<p><b>AREAS</b></p>	<p><b>TASKS</b></p>	<p><b>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 Disability Services Act; and Disability Services standards</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 organization</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>

<b>Accountability</b>	All employees will: <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, Manager &amp; Executive Director.</li> </ul>	An employee can produce a written report outlining results achieved from the work plan on a monthly basis.
<b>Teamwork</b>	All employees will: <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>	All employees will: <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>	All employees will: <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>	All employees will: <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>	All employees will: <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>	An employee can show that s/he has taken responsibility to identify safety hazards, report & document incidents or exercised duty of care.
<b>Language Skills</b>	All employees will: <ul style="list-style-type: none"> <li>Use language skills in support and furtherance of all program areas where appropriate</li> </ul>	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: \_\_\_\_\_