

haStaff Position Description

Project Officer: National Community Connector Program (NCCP)		
Authorisation	Chief Executive Officer	4 August 2020
<p>Position purpose:</p> <p>To outreach Culturally And Linguistically Diverse (CALD) communities and CALD people with disabilities and their careers to better understand the NDIS and successfully engage with NDIS service providers to receive higher quality plans through enhanced understanding of the processes of the NDIS.</p> <p>ECSC has a long history of outreaching and supporting Culturally And Linguistically Diverse (CALD) people with a disability to protect their rights, achieve their goals and participate in all aspects of community life.</p> <p>ECSC has been engaged by NEDA to support and assist CALD Communities to provide information on access to NDIS services and link them to services that are culturally and linguistically appropriate to their individual needs and achieve high quality outcomes.</p>		
Classification	SCHADS Level 4	
Location	Based at Building 3, 142 Addison Road, Marrickville 2204 Frequent travel throughout Sydney.	
Screening and external authorisation requirements	<ul style="list-style-type: none"> Working with Children's Check clearance obtained prior to commencement National Criminal Record Check to be conducted prior to commencement Referee and other checks to be conducted prior to commencement as per ECSC Policies and Procedures 	
Reports to	<ul style="list-style-type: none"> Team Leader, National Community Connector Program 	
Accountable to	Disability Services Manager, Chief Executive Officer, Chief Financial Officer and Board of Directors and NEDA	
Working relationships	<p>In addition to reports as above, this position maintains working relationships with:</p> <ul style="list-style-type: none"> Project Officers-Multicultural Disability Services (MDS) Other staff and management of ECSC People with disability from CALD backgrounds and their families and carers CALD Community leaders and groups 	



	<ul style="list-style-type: none">• Local Area Coordinators• Disability service providers• Other service providers and government agencies
Delegations	Not applicable



Performance requirements		
Function area	Key tasks and responsibilities	Key Performance Indicators
1) Engaging CALD communities to be aware of Disability services	Improve awareness and knowledge of CALD communities, potential NDIS participants, their family members about disability and the NDIS services through provision of information sessions	<ul style="list-style-type: none"> • 8 to 10 CALD Communities outreached over the period of 11 months • At least 1 Information session on Disability Awareness, Participants' rights & responsibilities and NDIS services held each month with minimum of 10 participants in each session • Increased awareness of Participants of NDIS • Feedback indicated information on benefits of using NDIS services have been valued and appreciated • CALD communities and people with a disability are empowered to exercise their rights
2) Connecting with CALD communities using local knowledge and sector expertise to increase opportunities for potential NDIS participants to be connected in local communities	<ul style="list-style-type: none"> • Connect with the community to share information about the NDIS, broader supports and how they can support people with disabilities. • Identify and establish positive and productive relationships between participants and the disability service providers • Make the local communities and mainstream services aware of the needs of people with disabilities from CALD background through provision of information 	<ul style="list-style-type: none"> • Feedback on increased knowledge of CALD people with disabilities and their careers and better understanding of the NDIS • Feedback reflects participants of the project successfully engaged with the NDIS and aware of their rights and responsibilities to receive appropriate services that meet their individual needs. enhanced understanding of the processes of the NDIS.



	<ul style="list-style-type: none"> • Use local knowledge and sector expertise to increase opportunities for NDIS participants to be connected in local communities 	
3) Increase access opportunities for CALD people with disabilities to NDIS services by Linking with Partners In The Community (PITC)	<ul style="list-style-type: none"> • Linking potential NDIS participants to PITC including Local Area coordinators (LAC), Early Intervention Early Childhood (ECEI) services • Make the local communities and mainstream services aware of the needs of people with disabilities from CALD background through provision of information • Connect with the NDIA through the employer and with Partners in the Community (PITC) on how to improve access, planning and service delivery outcomes • Undertake any task required to link potential NDIS participants to any NDIS services including, information, referral, capacity building etc. within the scope of the project • Work closely with various types of NDIS Service providers through provision of information, advice, and strategies to increase access opportunities by CALD people with a disability 	<ul style="list-style-type: none"> • Feedback reflect participants of the project are linked into PITC • Feedback received that participants are aware of PITC • Participants' increased understanding of the benefits of accessing local community services demonstrated through feedback • Number of meetings, consultations held with Service providers
Collaborating with relevant services to achieve quality outcomes for CALD people with a disability, their carers & families	<ul style="list-style-type: none"> • Collaborate with employers to effectively engage target cohorts. • Support communication between NDIA and community and participants. • Navigate, influence and negotiate with various service systems for the delivery of appropriate supports 	<ul style="list-style-type: none"> • Record of number of meetings, consultations attended & outcomes achieved • Networks established with NDIS and other Disability Services • Increased capacity of CALD people with a disability to access services



	which are culturally and linguistically appropriate	
Contribution to Multicultural DisAbility Team and ECSC	<u>General</u> <ul style="list-style-type: none"> Attend all team meetings and staff meetings Contribute to initiatives and events planned by ECSC Undertake other tasks as directed by the Team Leader, Multicultural Disability Services Manager(MDSM) CFO , CEO and Board of Directors 	<ul style="list-style-type: none"> Attendance at meetings Contribution to meetings
Quality and Standards	<ul style="list-style-type: none"> Firm commitment to the rights of people with disability to exercise full citizenship Adhere at all times to ECSC Policies and Procedures, including the Staff Code of Conduct Adhere at all times to the NSW & NDIS Disability Services Standards and other applicable legislations 	<ul style="list-style-type: none"> Complied with all relevant legislation and ECSC policies and procedures
Networking and Stakeholder Engagement	<ul style="list-style-type: none"> Attend disability and multicultural interagency meetings as directed by the Team Leader Contribute to networking and stakeholder engagement activities, as directed by the Team Leader 	<ul style="list-style-type: none"> Interagency meetings attended Issues raised in forums
Reporting	<ul style="list-style-type: none"> Provide monthly reports on all activities as directed by the Team Leader & the MDSM Participate in bimonthly supervision and in annual work performance reviews with the Team Leader Maintain client records in adherence to all policies and procedures Report any feedback or complaints 	<ul style="list-style-type: none"> All reports submitted on time, accurate

	received as per ECSC Policies and Procedures	
Position outcomes	<ul style="list-style-type: none"> • People with disability from multicultural and diverse backgrounds, their families and carers are aware of their rights, their own strengths and have the resources to self-advocate • Target Cohorts are aware of the NDIS and access opportunities • Service providers, government agencies and other stakeholders are aware of and uphold the rights of people with disability from multicultural and diverse backgrounds • Service providers, Government agencies including NDIA, PITC are aware of the challenges faced by CALD people with disabilities in accessing NDIS services. • ECSC's disability programs deliver consistent quality and efficient outcomes 	
Skills, knowledge and qualification requirements	<p>ESSENTIAL</p> <ul style="list-style-type: none"> • Diploma in Community Services, Degree/grad Certificate in Social work, Cert IV in Community Development or related areas and/or demonstrated experience of disability and community sector work. • Demonstrated ability to manage, facilitate, promote and evaluate programs and events including meetings, training and community programs. • Extensive knowledge and experience in working with CALD communities and people living with disabilities. • Highly 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. • Demonstrated ability to facilitate inclusive and empowering community workshops with diverse communities. • Knowledge and experience of effective community outreach and engagement • Demonstrated understanding of and commitment to the principles of Multiculturalism, Access and Equity and Human Rights. • High level of cultural responsiveness and demonstrated ability to ensure cultural consideration of the needs of participants from multicultural and diverse background in service access and delivery. • Demonstrated commitment to person-centred practice, social inclusion and community engagement principles. • Strong understanding of the Australian disability sector and the National 	



	<p>Disability Insurance Scheme (NDIS), and particularly how these may impact upon diverse multicultural communities.</p> <ul style="list-style-type: none"> • Able to maintain accurate, professionally appropriate and current records and written reports. • Strong time management and organisational skills and proven capacity to prioritise work commitments. • Creativity and willingness to explore new ideas • Demonstrated ability to work with a diverse team • Demonstrated ability to manage a variety of tasks (individually and within a team) and display personal drive and integrity. • Effective computer literacy including a working knowledge of Microsoft Office programs. <p>DESIRABLE</p> <ul style="list-style-type: none"> • Bilingual and bicultural • Access to a car • Current driver's license
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Position agreement	
I have read, understand and agree to undertake the position as outlined in this position description.	
Position holder name	
Position holder signature	
Dated	
Position approval	
Authorising position	Chief Executive Officer
Authorising position name and signature	Shikha Chowdhary
Dated	August 2020