

## Position Description

**POSITION TITLE:** Vươn lên Program Coordinator

**ACCOUNTABLE TO:** CEO Extended Families Australia

**PERIOD OF APPOINTMENT:** This is a part time contract position that will run across 20 months commencing early 2021 and concluding August 2022. The position is subject to a 3-month probationary period.

**HOURS OF EMPLOYMENT:** 26 hours per week

Extended Families aims to provide a flexible family-friendly environment for staff. Actual starting and finishing times are flexible and can be negotiated. Note that this position will include after-hours work (finishing no later than 9pm)

### ORGANISATIONAL CONTEXT:

This position is linked to a collaborative Information, Linkages and Capacity Building (ILC) funded Project being undertaken between Extended Families Australia and Vietnamese Families with Special Needs (VFSN) Inc. The Project seeks to build the organisational capacity of the VFSN and strengthen individual capacity Vietnamese people living with disability. The ILC- is part of the - the National Disability Insurance Scheme (NDIS). The focus of the ILC is on creating connections between people with disability and the communities they live in.

Extended Families Australia facilitates positive connections between people within a community to provide support to children and young adults with disabilities and their families. Extended Families seeks to widen social networks, empower individuals, promote inclusion and strengthen the bonds people have within their local area. The organisation breaks down barriers by changing social attitudes and creating opportunities. Children, young adults and families who are supported by Extended Families have access to a number of flexible support options including individualised volunteer or support worker matching for social, recreational and respite support, NDIS Support Coordination, NDIS Plan Management, supported playgroups, peer based friendship groups and parent support groups. The organisation has a strong commitment to inclusion, works with, and employs people from culturally and linguistically diverse backgrounds.

Vietnamese Families with Special Needs (VFSN) is a parent led, volunteer based Incorporated Association providing peer support, parent information and community inclusion opportunities to the Vietnamese Community living with disability in Western Melbourne. Established to enhance the emotional and social wellbeing of Vietnamese families, the VFSN provides a weekly parent support group, disability and parent education sessions, an annual family camp and a variety of social and cultural events that build skills, connection, cultural understanding and wellbeing. At the core of all its activities and services is the VFSN vision of living in a society where Vietnamese families who have a child with a disability live with respect and dignity, are able to reach their optimum wellbeing and capacity; and are understood and accepted

The VFSN and Extended Families began working together in 2006 in the delivery of a volunteer support program to Vietnamese families in Melbourne's west. This initiative marked the beginning of an ongoing working relationship between the two organisations that continues today and has resulted in a number of successful service outcomes that have enhanced the lives of Vietnamese children, young people and families living with disability.

## **PROGRAM CONTEXT**

This position is linked to the individual capacity-building arm of the Project, which targets the isolation, and lack of independence experienced by Vietnamese youth and young adults with a lived experience of Autism. The disconnection experienced young people can prevent them from reaching their potential and can limit their social and vocational opportunities.

The Vươn lên (VL) program will assist four groups of 8-10 young people (aged 15 to 18 and 19-24) and their families who are experiencing difficulties engaging in meaningful community activity and who have not been able to overcome inclusion barriers through existing services. The program will offer tailored, group based opportunities to develop participant interests, build pre-vocational skills, grow in confidence; increase resilience and motivation; experience social connection and community participation experiences. The VL program will also provide tailored peer support to parents of VL participants supporting them in their parenting role and assisting them in finding solutions to overcome inclusion barriers faced by their children.

## **ORGANISATIONAL RELATIONSHIPS:**

Reports to: Directly reports to the Project Manager and ultimately to the CEO of Extended Families Australia

Direct Reports: 4-5 staff and volunteers

Internal Relationships: The position will involve working with the wider Extended Families' program staff and with the Project's

1. Executive Management Team (consisting of the VFSN President, Extended Families CEO and the Project Manager)
2. VL Group Facilitators and Volunteers
3. VL Parent Group Coordinator
4. VFSN Project Officer

External Relationships: The position will work closely with the Project's Reference Group and is responsible for establishing and maintaining effective working relationships with the network of key disability, and mainstream community organisations and groups in the west and southern metropolitan regions of Melbourne.

Located: The position will be located at our Coburg Office (1, 95 Bell St Coburg) and will work at home during Covid 19 restrictions. Please note that work will also take place in the community and at Participant's homes. When needed, some work will be undertaken from the Box Hill office

Program Funding: The VL program is funded through the NDIS' ILC program and through individual service agreements under the NDIS.

## **PRINCIPAL ROLES AND ACCOUNTABILITIES:**

The VL Program Coordinator is responsible for developing, implementing and managing three group programs that will run fortnightly for Participants commencing January 2021.

The VL Coordinator will work as part of a team of people including the Extended Families Project Manager, VL Group Facilitators, Peer Leaders and Volunteers to achieve the aims and objectives of the individual capacity-building arm of the Project.

## **KEY RESPONSIBILITIES OF THE VL COORDINATOR:**

- Participate and provide input into overall project planning and development in collaboration with the Project Executive Management Team
- Promote the VL Program within the community and undertake participant recruitment activities
- Work with Participants and families to assess their inclusion support needs and form individual Participation Plans that will feed into and guide development and implementation of group programs
- Develop a planned package of interactive group learning opportunities for Participants using a social thinking approach. Development will be done in collaboration with the VL Team.
- Provide leadership to and work alongside VL Group Facilitators, Peer Leaders and Volunteers in delivering a regular schedule of fortnightly group programs (in person and on-line) for young people (4 groups, 3 in the West and 1 in the South)
- By delivering both group and one-on-one support to Participants, assist individuals to implement their Participation Plans, self-monitor and evaluate progress
- Build networks and cooperative relationships with other Extended Families staff, key services and other relevant agencies to ensure quality service delivery, create strategic relationships and to identify new support options
- Assist Participants and families by providing information about additional community inclusion supports that may be helpful and accessible to them including formal and informal, mainstream and community, as well as NDIS funded supports.
- Support Participants to identify, build and maintain strong community relationships and local interests
- Monitor, guide and review Participant progress in the VL Program and their progress towards achieving their individual Participation Goals
- Attend Reference Group meetings with the Extended Families Project Manager, VL Parent Coordinator and VFSN Project Worker to provide program updates, share learning outcomes and gain feedback as part of an action research model of project implementation
- Assist the Project Manager in completing program evaluation and ILC reporting processes
- Undertake any other relevant program tasks as directed by the Project's Executive Management Team

## **ORGANISATIONAL RESPONSIBILITIES:**

- Work within a team environment to enhance the delivery of program support to young people with a disability, their families and carers
- Remain informed about changes to the NDIS, Extended Families policies and procedures and best practice in program management
- Participate in supervision and ongoing learning opportunities, attend relevant meetings and contribute to continuous quality improvement
- Operate within the budget set for the program
- Work within legal and ethical frameworks
- Promote the aims and values of Extended Families.

## **SALARY AND CONDITIONS:**

### **Award and Salary**

This position is subject to the Social, Community, Home Care and Disability Services (SCHADS) Industry Award 2010. Appointment will be at a SCHADS Level 4 or Level 5 depending on qualifications and experience. This position is subject to ongoing pay equity increases.

### **Salary Packaging**

Salary packaging is available for permanent or temporary staff, up to the full Threshold (cap) limit for charitable organisations, which is currently \$15,900 per annum.

### **Superannuation**

A contribution is made based on the base salary of the amount equivalent to the award or occupational superannuation obliged to be paid by the Employer pursuant to the provisions of any industrial award, industry-wide agreement or Commonwealth or State law. Currently this is 9.5%.

### **Reimbursement for Expenses**

Reimbursement will occur for all out-of-pocket expenses properly and reasonably incurred in performing the duties of this position, as negotiated with the relevant Manager, upon production of evidence of incurring the expenses. This includes travel within work hours.

### **Use of private vehicle**

All employees driving on Extended Families business must acknowledge and accept that their private vehicle arrangements must meet all the conditions outlined in the Extended Families Motor Vehicle policy including retaining maintaining a valid driver's license, ensuring appropriate car maintenance and insurances.

### **Employment Entitlements**

All employment entitlements are based on the SCHADS Award 2010 (Social, Community, Home Care and Disability Services Industry Award).

### **Equal Opportunity**

Extended Families is an equal opportunity employer.

### **Cultural Diversity**

Extended Families promotes cultural sensitivity and diversity. Individuals from CALD or Aboriginal and/or Torres Strait islander backgrounds or people with a lived experience of disability are encouraged to apply.

### **Child Safety**

Extended Families is an agency committed to the safety of children.

### **Zero Tolerance**

Extended Families has a zero tolerance to all forms of abuse to people with disability.

### **Conflict of Interest**

All employees must act according to Extended Families' Conflict of Interest policy and ensure that when providing supports to service users, any conflict of interest is declared and any risks to service users are mitigated. Employees are required to act in the best interests of service users ensuring they are informed, empowered and able to maximise choice and control.

### **Interview**

All applicants should be prepared to attend a personal interview

## **Right to Work in Australia**

Applicants must either be an Australian citizen or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in Australia

## **Qualifications**

Successful applicants are required to show proof of formal qualifications prior to formal hire

## **Risk Assessed Roles and Mandatory Screening Checks**

All Extended Families staff in risk assessed roles must undertake a Proof of Identity Check, a current Victorian Working with Children Check, a National Police Record Check (or an International Police Check, if required) and a DWES Clearance prior to formal hire. A risk assessed role is one where normal duties of that role require more than incidental contact with a person with disabilities. Contact includes physical contact, face-to-face contact, oral communication, written communication or electronic communication. From 1 February 2021, states and territories will start implementing new NDIS worker screening arrangements as part of a national approach to worker screening. Once the new national worker screening arrangements have commenced, all staff in risk-assessed roles will be required to undertake an NDIS Worker Screening Check

## **Mandatory Training**

All Extended Families staff must complete the NDIS Module 'Quality Safety and You' to obtain their NDIS Worker Code of Conduct Certificate prior to employment and must complete Extended Families' E-Learning Pathway within 2 weeks of commencement.

## **POSITION SELECTION CRITERIA**

### **1. Mandatory**

- 1.1 Demonstrated knowledge, experience and competency to work alongside, empower and build the capacity of people with a disability, their family and carers.
- 1.2 Demonstrated knowledge of and commitment to social justice principles and inclusion, and a passion for supporting the human rights of people with a disability.
- 1.3 Strong knowledge of the disability and community service sector and the opportunities and connections available, both disability specific and mainstream to support children, young people and their families.
- 1.4 An understanding of project management and / or program coordination practices.
- 1.5 Previous professional experience in disability services.
- 1.6 Demonstrated cultural awareness and sensitivity and ability to work with people from diverse cultural and linguistic background.
- 1.7 Demonstrated highly developed interpersonal and verbal communication skills and the ability to build and maintain strong community connections and relationships with service providers, individuals and carers/families of people with a disability.
- 1.8 Demonstrated capacity for report writing, advanced literacy, basic budget management and analytical skills.
- 1.9 Demonstrate ability to identify, measure and report on outcomes.
- 1.10 Demonstrated ability to work independently and capacity for effective teamwork.
- 1.11 Demonstrated ability to complete administrative tasks in an organised manner, the ability to manage time effectively and prioritise tasks.
- 1.12 Awareness of NDIS and ILC planning processes and approaches to funding of supports.
- 1.13 Capacity to effectively support quality, risk and safety management systems to enhance practice and outcomes, including regulatory requirements
- 1.14 To be computer literate and be proficient in MS Office software such as MS Word and Excel; as well as competence in entering data on databases and use of on-line communication platforms.
- 1.15 Qualification in Community Development or Community Service Management, Social Work, Occupational Therapy, Psychology, Welfare, Education or equivalent

- 1.16 A commitment to working within the Extended Families Values and Mission and to contribute to continuous improvement
- 1.17 Current full Victorian Driver's License and access to a comprehensively insured motor vehicle.
- 1.18 You will be required to undergo a Police Check, Disability Exclusion Scheme Check and have a current Working with Children Check

**2. Highly desirable**

The following criteria are not mandatory for this position but are preferred by the employer.

- 2.1 Previous experience working with children, young people and their families with a lived experience of Autism
- 2.2 Knowledge and understanding of the Vietnamese culture
- 2.3 Previous experience in a service coordination role or project management role
- 2.4 Knowledge of inclusive work practices and cultural competency frameworks

**HOW TO APPLY**

Enquiries and written applications addressing the key selection criteria, including curriculum vitae and the names of three (3) referees should be submitted by email to Extended Families' CEO Julie Langdon. Email [julie@extendedfamilies.org.au](mailto:julie@extendedfamilies.org.au)

**ACCEPTANCE OF POSITION DESCRIPTION**

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| I have read, understood and accept the above position description. I acknowledge that the statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive |           |      |
| Name  | Signature | Date |