

Position Description

ILC Project Officer



Branch	Inclusion
Award	Social, Community, Home Care and Disability Services Award (SCHCADS) – Level 4
Reports to	Manager Capacity Building and Engagement
Supervisory responsibilities	Nil
Budget Management	Nil
Probationary period	6 months from date of appointment
Position description created	January 2020
Approved by	Senior Manager People and Culture
Review date	July 2020

Our Values

Integrity Acting fairly, honestly, openly and consistently.

Inclusion Valuing diversity, connection, belonging and social justice for all.

Learning Improving our knowledge and understanding.

In all our connections with staff, stakeholders and participants we acknowledge and recognise resilience, and we focus on potential and capacities, not on limitations or shortcomings.

Position Purpose

The Inclusion Branch supports people with disabilities, as well as their families and carers, in accessing the NDIS and linking to knowledge, resources and opportunities in their communities to enable them to live the life they choose. As an NDIS Partner in the Community (PiTC), Social Futures is committed to building community capacity to ensure they are welcoming and inclusive for all.

The Inclusion Team delivers high-quality and timely planning and coordination, community engagement and capacity building, working with regional communities to ensure they are welcoming and inclusive for all.

The Information, Linkages and Capacity Building (ILC) Project Officer will deliver time limited, community capacity building projects that facilitate inclusion for all people with disabilities.

Key Accountabilities

A high level description of the most critical and important aspects of the position

- Implement the objectives, strategies and actions of the Information, Linkages and Capacity (ILC) Plan
- Build the capacity of other community and mainstream services to respond to the needs of people with disability, their families and carers and to develop natural networks of support around people with disability
- Establish connections with the community and build positive and effective relationships and networks, enhancing capacity building opportunities
- Build, maintain and provide information and referrals regarding services, supports, linkages and other resources available to people with disabilities within the broader service system and community
- Build the capacity of people with disabilities, their families and carers to exercise choice and control, and to live their best life.
- Identify and report information and insights about systemic or individual challenges, gaps and barriers, service market availability, service provision and community development needs to inform the continual development of the NDIS, the community and the broader service system
- Provide practice that is strengths based, person-centred, solutions focused and culturally responsive and safe

Key challenges

Challenges regularly encountered in the position which describe the complexities the position is expected to manage

- Implementation of the ILC Plan strategies and activities within a short time frame.
- Supporting the organisation to respond effectively, and in a timely manner, to changes across the sector while maintaining momentum with initiatives.

Key relationships

The key stakeholders and customers the position is expected to interact with routinely

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> Provide regular updates on key priorities and projects and receive guidance and direction Identify emerging issues and risks Report on performance against agreed measures
Team	<ul style="list-style-type: none"> Contribute to the team's achievement of its key performance indicators
External	
External customers and participants	<ul style="list-style-type: none"> Facilitate relationships to ensure services meet expected service delivery standards Responding to, and directing, enquiries and providing information on Social Futures services or activities

Capabilities

Capabilities are the knowledge, skills and abilities required by Social Futures employees to perform their roles efficiently and effectively

Below is the full list of capabilities, and the level required, from the Social Futures Capability Framework. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Group	Capability Name	Level
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Deliver Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Focus capabilities

Capabilities which position incumbents must demonstrate immediate competence. Behavioural indicators should be reviewed in conjunction with the position's key accountabilities.

Group	Level	Behavioural Indicator
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly
Deliver Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required
Deliver Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Understand the team/unit objectives and align operational activities accordingly Initiate, and develop team goals and plans and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might impact on the achievement of team/unit goals Accommodate and respond with initiative to changing priorities and operating environments
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> Perform basic research and analysis which others will use to inform project directions Understand project goals, steps to be undertaken and expected outcomes Prepare accurate documentation to support cost or resource estimates Participate and contribute to reviews of progress, outcomes and future improvements Identify and escalate any possible variance from project plans

Selection Criteria

Comprises Essential Requirements and Knowledge, Skills and Abilities derived from the focus capabilities

- Demonstrated experience implementing community-based projects and initiatives
- Strong understanding of the key issues for people with disability in the local area to inform planning and community capacity building activities
- Excellent written and oral communication with the ability to engage and communicate with a wide-range of stakeholders including people with disabilities, schools, businesses, mainstream organisations and community groups
- Demonstrated well-developed organisational, time management and administrative skills with the ability to plan, prioritise and meet deadlines
- Knowledge of community networks, formal and informal supports for people with disabilities and their families and carers
- Proven ability to work effectively and as part of team to enhance positive workplace culture
- Demonstrated experience in maintaining professional boundaries while engaging in person-centred work

All positions will require current National Police and Working with Children Checks as a condition of employment.

In accordance with our contract with the National Disability Insurance Agency, to deliver Local Area Coordination (LAC) Services, a staff member working within, or closely associated with Social Futures LAC Program/s, is not permitted to work, volunteer or be associated in a board or advisory role with a registered provider whilst being employed with Social Futures.

Inherent Requirements

Physical and psychological work environment characteristics that are inherent requirements of the position

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Occasional
	Be exposed to all outdoor weather conditions	Rare
	Work office hours with the possibility of extended hours	Occasional
	Work in an open plan office	Daily
	Reasonably high levels of mobile phone use	Daily
	Sit at a computer or in meetings for extended periods	Daily
People Contact	Liaise with our team members	Daily
	Liaise with government, non-government, businesses, and other community organisations	Regular
	Liaise with clients/customers	Frequently
Administrative Tasks	Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and sitting and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones including mobiles, fax, projectors, televisions, Skype, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Occasional
	Use public transport including trains, buses, air travel and taxis	Rare

Where possible Social Futures will make reasonable adjustments to enable individuals with disabilities to perform the inherent requirements of their position.

Position Evaluation

For People and Culture Team Use Only. All Social Futures positions are evaluated using a Position Evaluation System to determine position classification and salary.

Element		
1	Planning of operations, projects, services or activities typically required of the position	Level B - Planning affects the personal daily work routine as activities are self-regulating or are monitored by others
2	Freedom of the position to act (autonomy)	Level C– Decisions will either be guided by practices, procedures and precedent or will be made in consultation with the supervisor/overseer/team leader
3	Methods of analysis commonly used to solve problems and the level of innovation and creative thinking in the job	Level B – Problems are dealt with by reviewing a small number of options or by applying practices, procedures or precedent
4	The level of verbal communication skills required of the position	Level B - Respond to non-routine enquires and requests
5	The level of written communication skills required of the position	Level B – Write standard correspondence following prescribed formats
6	Risk Consequence	Level C – Moderate
7	Minimum level of practical experience required of the position in addition to required qualifications	Level C – 2 years up to 3 years
8	Leadership and work coordination skills required of the position	Level B – Coordination of elements of work with other positions is required
9	Number of employees for whom the position is accountable	Level A – The position is not accountable for employees
10	Annual value and complexity of expenditure and accountability for budget implications required of the position	Level A1

I hereby confirm I have perused this Position Description in its entirety, and as a result I have a sound understanding of the requirements of my role.

Signed: _____

Date: ___/___/___

Print Name: _____