



Position Description Manager Capacity Building and Engagement

Stage:
Issued
Version:
4.004003
Group:
HR/Position Description

Reports To:

Manager Community Engagement

Employment Status:

Full Time, Fixed Term

Grade/Award:

Salaried

Primary Objective:

The key purpose of this role is to engage and support asset based community driven initiatives that meet the needs of the community in connecting the unconnected. A key priority of this role initially will be creating inclusive communities where people with disability have the opportunity to participate fully in all aspects of community life.

This role will facilitate integrated local community planning and implementation of a range of innovative awareness, information, education and capacity building activities tailored to each region under Feros Care's Local Area Coordination (LAC) service. Engaging people with disability and their families, NDIS stakeholder organisations and broader community organisations to create local solutions.

This role will provide exemplary leadership, supervision, support and mentoring to the regional Community Development Coordinators in accordance with Feros Care's service philosophy, funding requirements, applicable legislative obligations and quality frameworks.

Key Responsibilities:

Section A - Key Role Specific Responsibilities

Planning:

- Develop, implement and lead comprehensive multi-faceted community engagement and capacity building initiatives that will build the capacity of the local community to remove barriers to inclusion; individuals to be self-determining, resourceful and resilient; and service providers to be more flexible, responsive and person centred
- Collaborate with the National Disability Insurance Agency (NDIA), community stakeholders and groups, local and state government and other bodies involved in the National Disability Insurance Scheme (NDIS) to ensure integrated and targeted planning
- Map existing community assets, identifying community needs, service gaps and barriers to access through liaising and consulting with people with disabilities and their families, disability service providers and community organisations
- Establish strong relationships with the state and territory jurisdictions and NDIS regions to plan and deliver nationally consistent, locally tailored communications and engagements
- Participate in state and commonwealth planning committees to effectively roll out strategic community development and capacity building plans
- Prepare and facilitate the regional capacity building plans, strategies and stakeholder engagement calendars in conjunction with the National Disability Insurance Agency (NDIA), community stakeholders and other bodies involved in the National Disability Insurance Scheme (NDIS)
- Lead the development and implementation of communications and engagement plans with jurisdictions for the transition to Full Scheme
- Participate in state and commonwealth planning committees to effectively roll out strategic community development and capacity building plans
- Prepare and facilitate a comprehensive communication plan to ensure the strategic direction and vision of the NDIA to both internal and external stakeholders is clearly articulated and widely distributed
- Explore and draw on global research and evidence, as well as emerging trends in innovation to influence planning and development of community capacity building and stakeholder engagement strategies
- Develop, implement and lead a comprehensive multi-faceted community engagement program which includes a diverse range of awareness raising and education activities and includes people living with disability to lead by example and role modelling inclusiveness
- Plan, develop and implement a range of specifically tailored initiatives which promote diversity, inclusion and cultural awareness together with the engagement and participation of people living with disability who are from Aboriginal and/or Torres Strait Islander, culturally and linguistically diverse (CALD), LGBTI and/or socially disadvantaged backgrounds

Community Capacity Building and Sustainability:

- As a subject matter expert work collaboratively with local communities, positively representing NDIS, to strengthen capabilities and adoption of sustainable capacity building and stakeholder engagement activities
- Liaise with key regional stakeholders to establish Feros Care's participation in reference (steering) committees to achieve operational and functional results in line with NDIS program needs and objectives
- Engage with registered disability support providers to expand their existing programs and activities to provide new and contemporary strategies for people living with disability in their local community
- Develop and manage relationships with both senior internal and external stakeholders promoting the NDIA's business objectives and Feros Care's commitment to the sector
- Promote effective strategies to increase social inclusion from national through to local levels
- Provide training and ongoing support to the LAC Regional Managers and Local Area Coordinators and ensure local plans and programs are implemented effectively
- Promote and strengthen inter-sectoral collaboration to create sustainable and supportive environments for people living with disability across the cultural spectrum and diversity of each unique local community
- Enhance access to information regarding mainstream services and community activities that are available to people with disability within their local and regional communities

Leadership, Supervision and Support:

- Undertake recruitment, selection and orientation of suitably skilled staff and provide mentoring and supervision, coaching, and timely performance management
- Create and maintain an exceptional team culture where staff feel they can achieve their best life's work at Feros Care
- Ensure staff team satisfaction is in the 90th percentile creating positive quality of work-life experiences including promotion of ideas, innovation, rewards and recognition
- Conduct team meetings and collegiate forums that promote professional practice, are content-rich with embed team building strategies, maximise attendance, and are fun and memorable
- Provide access to ongoing learning opportunities and skills development to build workforce capacity and sustainability
- Conduct regular performance appraisals and reviews that ensure staff have clearly written career pathway goals and able to function with confidence independently
- Address staff complaints immediately to minimise and/or prevent individual and team dissatisfaction and poor morale
- Responsively manage planned and unplanned leave ensuring staff are well supported and their wellbeing is optimised
- Lead by example as a hands-on manager, role modelling the Feros Care Values in daily interactions, actively embracing change and positively responding to the dynamic evolution of the organisation
- Ensure all Community Development Coordination staff are supported to engage with broader Feros Care initiatives through online collaboration, regional and interstate events
- Participate in the active management of staff injuries and assist with development, implementation and oversight of Return to Work plans including monitoring strategies to ensure all staff are returned to the workforce as safely and as quickly as possible

Quality and Continuous Improvement:

- Ensure all information relating to services is entered and maintained in the NDIS IT system in accordance within the quality standards framework, organisational policies, legislative and NDIS requirements
- Complete service reports and contribute to ensuring a cycle of continuous improvement is embedded in the way services are provided
- Develop or assist in the development of systems to maintain data and statistics that contribute to the reporting of KPI's for the NDIS
- Manage and monitor the success of capacity building and stakeholder engagement activities within each local area, adjusting the plans to meet KPIs and evolve with the NDIS
- Seek out the world's best practices in capacity building related to the disability sector and ensure Feros Care's initiatives are meeting and exceeding expectations

Section B - Our Common Purpose

Contribution to Culture

At Feros Care, every person plays an important role in helping us to **empower people to live their best life**. Our six core Values are the foundation of our decision making, reward, recognition and culture, which we practice every day. As part of the Feros Care team you are expected to display the following values in everything you do:

- Ensure everyone belongs and is an essential part of the Feros Community - **Everyone Matters**
- Take responsibility for your own learning and development and commit to a continuous journey of personal growth - **Life Long Learning**
- Contribute to an environment filled with energy, laughter and purpose - **Positive Energy**
- Always strive to be the best you can and surpass expectations - **Service Excellence**
- Think outside the square to inspire new ideas for excellence - **Innovative Thinking**
- Commit to professionalism and accountability - **Absolute Integrity**

Leading with Technology

Feros Care utilises technology to not only support our clients live their best lives, but it's also the way we communicate; the way we report and document; the way we learn; the way we participate and most importantly how we engage with each other. To join us you must be:

- Willing to embrace technology solutions that will not only help our clients but also allow you to learn, participate and engage with your work colleagues and the organisation
- Confident using technology such as smart phones, tablets, laptops, video conferencing, GPS and search engines to access information and support our clients
- Eager to look for new and exciting ways to support our clients with technology that will solve issues and achieve their goals

Work Health and Safety (WHS)

All Feros Care staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Comply with the Feros Care WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
 - Ideas which may improve health and safety
 - Any work related or personal injury or illness (where it may affect their ability to work safely)
 - Any work related incident they witness, including bullying and harassment
 - Hazards and incidents including any malfunction or inadequacies of equipment
- Correct minor hazards as applicable

All staff are encouraged to be proactive and participate in activities and programs designed to improve health and safety.

Personal Attributes and Qualities:

To be highly effective in this role you will need to identify with the following personal qualities:

- Motivated by making a real difference to the lives of others
- Rapidly builds and maintains strong collaborative, partnering relationships
- Actively searches out new technologies, processes, techniques and service ideas
- Champions, initiates and pilots change across Feros Care
- Entrepreneurial in spirit, identifying potential business opportunities and partnerships
- Relishes the opportunity to promote and advocate for equality
- Open minded, non-judgmental and respectful of clients/others choices
- Genuinely listens and takes time to understand the real message
- Clearly enjoys interacting and engaging with clients
- Confidently communicates to engage and motivate others
- Finds the win win when influencing

Criminal History:

This position requires a mandatory National Police Check to be conducted if chosen to be the successful candidate. The National Police Check will be renewed every 3 years.

Essential Criteria for Position:

Essential Skills, Experience and Knowledge:

- Demonstrated thorough understanding of community development theory and practices
- Previous achievements in developing and implementing community development and capacity building initiatives
- Passion for people management and experience in growing a self-sufficient workforce with high energy, enthusiasm, and commitment to excellence
- Prior experience in liaising and working with all levels of government
- Demonstrated project management skills to include managing competing priorities while maintaining high work standards and accuracy
- Experience in implementing programs to support diverse communities with extensive understanding of inclusion and participation
- Highly developed consultation and engagement skills as well as demonstrated negotiation and liaison experience to develop robust working relationships that encourage cooperation, accountability, continuous improvement and support utilising a whole-of-organisation approach
- Superior written and verbal communication skills with demonstrated experience in strategic report writing
- Ability to travel interstate as required and be away from home a minimum of five nights per month to undertake stakeholder engagement and support regional LAC teams
- High level computer skills including proficiency with MS Office programs
- Demonstrated service program development experience incorporating community capacity building and stakeholder engagement
- Understanding and knowledge around the impact disabilities may have on daily life and how effective capacity building can significantly impact on a person's ability to participate in community, social and economic life
- Experience in new program development, implementation and rollout
- Experience and knowledge of the disability sector and the NDIS legislation, frameworks, guidelines and implementation program

Qualifications, Certificates and Registrations:

- Tertiary qualifications in community development, health promotion, social planning, social work or similar
- Current unrestricted drivers licence
- Current Working with Children Check or willingness to obtain one

Desirable Criteria for Position:

- Experience in new program development, implementation and rollout
- Previous experience in disability sector

Summary of Specific Responsibilities

Note: Refer to Procedures, Work Instructions and Practice Documents to view the responsibilities of this Position.

Incumbent Statement:

I have read, understand and accept the above Position Description for Manager Capacity Building and Engagement.

Signed: Date: .../.../.....

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