

Position Description

NDIS Community Engagement Officer

Ethnic Communities' Council of Victoria Inc. (ECCV) is the voice of multicultural Victoria. It is a community based, member driven peak advocacy body for ethnic and multicultural organisations committed to empowering people from diverse multicultural backgrounds.

Our purpose is to help build a culturally diverse and cohesive society that is just, fair, and inclusive with specific reference to the needs and aspirations of Victorians from culturally and linguistically diverse backgrounds.

Our Values

- Integrity
- Empowerment
- Respect
- Social Cohesion
- Equality
- Innovation

Position Specification

Role Title:	NDIS Community Engagement Officer
Term:	Until December 2018, with possibility of six-month extension
Reports to:	NDIS Project Coordinator
Employment type:	0.6 FTE (22.8 hours per week) – days of work or spread of hours is negotiable
Salary & Conditions:	Level 5, pay point 1 of the Social, Community, Home Care and Disability Services (SCHADS) Industry Award + 9.5% superannuation

Position Statement

The position of the NDIS Community Engagement Officer is to support the NDIS Project Officer and ECCV to engage with multicultural communities in Victoria in accessing the National Disability Insurance Scheme (NDIS). The successful applicant will utilise ECCV's member and stakeholder network, and seek out further connections to multicultural communities, build rapport, raise awareness and encourage them to engage with the NDIS and the disability services sector. The role will have a strong focus in connecting with hard-to-reach communities, such as refugees, those with low English proficiency and those in regional and remote areas. The position will also require liaising with other consumer focused organisations to support their work in the NDIS transition across Victoria, and encouraging culturally and linguistically diverse consumers to utilise their resources and attend suitable events. Some event coordination and planning will be required, as well as some travel (including regional areas) to engage with multicultural communities.

Responsibilities include, but are not limited to:

- Develop an ethnic and multicultural community engagement strategy to target hard-to-reach communities and support their access to the National Disability Insurance Scheme (NDIS).
- Use a variety of mediums to connect with ethnic and multicultural communities – including managing ECCV’s fortnightly *NDIS Sector Readiness Bulletin*.
- Identify and map gaps in knowledge of and access to disability services for multicultural communities
- Identify priority NDIS regions for direct consumer engagement and instances where communities are unlikely to access mainstream events
- Develop alternative strategies to ensure that culturally diverse communities can access the NDIS and other disability services
- Work with consumer-focused agencies through the DHHS funded Transition Support Package to improve cultural competence
- Coordinate events for consumers, including: advertising, managing attendance, organizing venues and catering, guest speakers
- Support the building and maintenance of positive relationships with key stakeholders, particularly multicultural agencies, partner organisations, regional and rural Ethnic Community Councils (and other regional partners), community groups and mainstream disability service providers.
- Participate in the life of ECCV – including:
 - Regular attendance and participation at team and unit meetings, staff and other meetings.
 - Advocacy on behalf of ECCV’s goals, strategies and priorities with government, civil society organisations, partner organizations.
 - Undertake other duties which are appropriate to the level of the position, as requested by the NDIS Project Coordinator.

Key Selection Criteria

1. Demonstrated experience in working with and engaging multicultural communities and building rapport and trust, and raising awareness of complex issues.
2. Demonstrated experience and understanding of ethnic community disability access and equity issues. Specific experience of the disability sector will be well considered.

3. Strong organisational and planning skills, including ability to effectively manage time and workload, prioritise tasks, and meet changing circumstances, competing demands, interruptions and deadlines.
4. Highly developed stakeholder engagement skills, excellent interpersonal skills to liaise effectively with a wide range of people and develop and maintain effective working relationships at all levels.
5. Excellent written communication skills, including the ability to identify and analyse problems, establish appropriate solutions and recommendations, and write reports and correspondence in a clear and effective manner.
6. Self-motivated with ability to work independently and as an effective team member.
7. Demonstrated capacity to manage sensitive information, maintain confidentiality and remain impartial at all times.
8. Well-developed Word, Excel and Outlook skills

Qualifications

Tertiary qualification or equivalent experience in communications, social studies, community development or another relevant discipline highly desirable.

Conditions

All conditions are in line with the Social, Community, Home Care and Disability Services Industry Award 2010 with the exception that this position is funded until December 2018 subject to funding and performance. A three month probationary period applies.

ECCV is an Equal Opportunity Employer. Suitably qualified candidates from a non-English speaking background are encouraged to apply. A full driver's licence is required. Reimbursement for travel on per kilometre basis can be made.

Application Process

For a confidential discussion of the role please contact Olivia Killeen, NDIS Project Coordinator on 9354 9555. Applications addressing the Key Selection Criteria should be to be sent by email or to the following address by COB 5 February 2018.

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