



St Vincent de Paul Society
NSW
good works

St Vincent de Paul Society NSW is an NDIS LAC Partner delivering NDIS Local Area Coordination (LAC) services in NSW during the transition period from January 2016 to June 2019.

CALD Engagement Officer

Position Description

Position Title:	Culturally and Linguistically Diverse (CALD) Engagement Officer
Responsible Unit:	LAC Program
Position Reports To:	Senior Operations Manager
Managerial Responsibility for:	Nil
Base Location:	Detailed in Contract of Employment
Primary Position Objective:	The CALD Engagement Officer engages in specific CALD engagement to support the LAC program and development, implementation and evaluation of engagement and employment strategies that deliver positive benefits for culturally and linguistically diverse (CALD) communities during transition to the NDIS.

St Vincent de Paul Society NSW

The St Vincent de Paul Society NSW is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded in France in 1833 by 20 year-old Frederic Ozanam, who wanted to eradicate poverty and disadvantage. The Society came to NSW in 1881 and now has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

The St Vincent de Paul Society NSW is a leading provider of community support services and has close to 100 Special Works in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

St Vincent de Paul Society NSW and the NDIS

The St Vincent de Paul Society NSW has been commissioned by the NDIA in three NSW districts (increasing to five as the transition progresses) to ensure people living with disability who are currently receiving supports from NSW or Commonwealth Government disability programs experience a smooth transition to their individualised NDIS plans.

This is a far-reaching undertaking and the changes required to existing disability support systems are significant. The scheme will be introduced gradually to ensure no disruption for people with disability and support providers.

The Society provides Local Area Coordination (LAC Program) services in five districts: Central Coast, Hunter New England, South Western Sydney, Sydney and South East Sydney.

Duties and Responsibilities

The CALD Engagement Officer is a hands-on position, developing, implementing and evaluating engagement and employment attraction strategies that deliver positive benefits for culturally and linguistically diverse (CALD) communities during transition to the NDIS.

Key focuses of the role include the development and implementation of a CALD Engagement Strategy (CES) for Local Area Coordination program, and ongoing reporting and monitoring of the effectiveness of the CES.

CALD Employment Management:

- Participate in a CALD Internal Staff Network to support CALD staff within the LAC Program.
- Coordinate mentoring arrangements where required for CALD employees, including hosting a CALD Support Network.

Stakeholder Relationships:

- Hosting CALD specific engagement activities, including outreach and inter-community relationship development.
- Build and maintain effective collaborative partnerships with key internal and external stakeholders, to promote and encourage CALD employment and involvement in the LAC Program and the wider Society, including Members of the Society.
- Hosting CALD specific engagement activities, including outreach and inter-community relationship development.
- Provide support, information and advice to CALD communities in relation to the NDIS and the Society's LAC Program.
- Provide mentoring, training and support to current CALD employees to support them in their role in engagement to support participants and their communities in the Society's LAC program.

Research and Project Management:

- Conduct research and analysis of comparative organisations throughout NSW and nationally, to support improvements in CALD engagement.
- Contribute to the identification of CALD engagement opportunities and strategies.
- Conduct formal evaluation of the success of implemented strategies.
- Contribute to and implement strategies for the achievement of cultural change.

Community Development

- Actively support positive partnerships between CALD communities and the Society
- Develop a sound understanding of the key issues for CALD participants and their families/carers during the range of NDIS activities to inform planning of support activities and resources.
- Oversight the development of CALD community-specific resources to support LAC engagement and capacity building opportunities for participants.
- Actively participate in and contribute to the local community, including community-driven education and development.
- Build and maintain a current working knowledge of local community supports and services.
- Participate in local, regional and State-wide forums and information sharing activities as required

Positive Culture

- Embrace and actively demonstrate the mission and vision of the Society, ensuring that providing a 'hand-up' is evident in all that you do.
- Demonstrate professionalism and adopt high ethical and professional standards.
- Be an advocate and champion of choice for individuals accessing the program

- Contribute to a workplace culture that is respectful, non-judgmental, and inclusive and which promotes and upholds human rights at all times.
- Actively demonstrate our organisational values, as outlined in the Society's Code of Conduct.

NOTE: <i>All positions within the LAC Program are mobile and employees will be expected to work remotely and travel and work independently for significant periods.</i>
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Essential Criteria:

- Tertiary qualification (minimum Cert IV) in a relevant discipline.
- Demonstrated experience in the development, management and evaluation of successful engagement programs.
- Ability to manage projects and demonstrated experience in coordinating, mentoring and managing small groups.
- Strong interpersonal skills with demonstrated experience in developing collaborative partnerships with individuals from a CALD people and high level stakeholders.
- Sound oral and written communication skills, with the demonstrated ability to prepare a variety of reports.
- A commitment to and a deep understanding of the Vision, Mission and Values of the St Vincent de Paul Society and ability to maintain an ethical, and inclusive and non-judgmental, attitude towards staff and those accessing the LAC program.
- A valid driver's licence and willingness to undertake regular travel.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer