



Dear Applicant

Thank you for your interest in the position of Volunteer Coordinator at the Multicultural Development Association (MDA).

Please find enclosed a position description that contains information about the duties of the position, as well the selection criteria that will be used to select the successful candidate. Also enclosed is some background information about MDA, including our current Strategic Plan and MDA's Code of Ethics. More information on MDA and the Volunteer Program can also be found on our website at www.mdainc.org.au.

You should **submit a resume** giving details of your previous work history and any other relevant information. There is **no** need to prepare selection criteria responses.

Expressions of interest should be sent to donnab@mdabne.org.au by midday Monday 17 November 2008

If you would like any further information on the position, or to find out more about MDA, please contact me by phoning 0433537340 or email donnab@mdabne.org.au

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We wish you well with your application

Donna Baines Faye
Recruitment Officer
Multicultural Development Association

Encl.



Volunteer Coordinator

Status:	Full time
Hours:	38 hrs per week
Award:	Social and Community Services (Queensland)
Classification:	SACS Level 6
Salary:	\$51,194 - \$53,603
Reports to:	Executive Manager Settlement Services
Probation Period:	Three (3) months

Background

The Multicultural Development Association (MDA) is funded by Commonwealth and State Governments to provide settlement support for refugees and migrants.

This position is responsible for the co-ordination of the Volunteer Program through recruiting, training and supervising volunteers to provide a range of social support tasks to assist refugees successfully settle in Brisbane.

These include:

- orientation to homes; and the linking of individuals and families into the local community, community resources and events eg soccer clubs, play groups, libraries;
 - providing public transport orientation, support and practice to become proficient users of buses and trains;
 - social support and linking families and individuals into community life (e.g.: libraries, soccer clubs, play groups).
 - assisting with language skills;
 - working with staff on community development projects;
 - mentoring;
 - clerical activities;
 - assisting with promotional activities; displays at community events
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The MDA Volunteer program currently has 125 registered volunteers.

Duties

The Volunteer Coordinator will be responsible for the overall management of the Volunteer Program. Duties of the position will include:

- 1) Manage the Volunteer Program ensuring consistency with Australian Standards on Volunteering; Integrated Humanitarian Settlement Support principles, and MDA's Policies and Procedures, mission, vision and values;
 - 2) Developing and regularly updating all materials, policy and procedures for the volunteer program;
 - 3) Recruitment of volunteers;
 - 4) Coordination and delivery of an Induction/Education Program to ensure volunteers understand their role, rights and responsibilities, as unpaid staff within MDA. The Induction Program to include information regarding cultural sensitivity, supporting survivors of torture and trauma, and workplace health and safety.
 - 5) Registration of details for volunteers and the maintenance of progress notes regarding their activity with MDA;
 - 6) Regular review of all volunteers to ensure mutual satisfaction with the program;
 - 7) Working actively to co-ordinate and support MDA staff to manage day to day tasks of volunteers to ensure that volunteers are managed effectively across the organisation
 - 8) Developing and implementing recruitment and training to ensure volunteers are culturally sensitive;
 - 9) Liaison and active participation across MDA in particular settlement services and the consortium to ensure integrated settlement service is delivered;
 - 10) Negotiating and managing partnerships with other organizations and also interested corporate entities that would like to contribute to the work of MDA in a voluntary capacity.
 - 11) Manage the sub contract arrangements that MDA has with the household goods and food providers under the IHSS contract
 - 12) Co-ordinate volunteer participation in MDA promotional and community events.
 - 13) Representing MDA at various levels of the community and government sectors when necessary or as directed by the line manager;
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- 14) Keeping up to date with best practice and providing leadership through presenting papers and networking in volunteering and settlement in order to assist MDA to become a leading agency in Settlement Services;
- 15) Reporting on the Volunteer Service to meet requirements of MDA and DIAC;
- 16) This position maybe required to manage project workers or other staff.
- 17) Undertaking other relevant duties as required.

In addition to the duties listed above MDA staff is expected to:

- Respect and abide by the vision, mission and values of the organisation (copy enclosed);
- Ensure that their conduct is consistent with provisions of the MDA Code of Ethics (copy enclosed);
- Comply with the provisions of MDA's Policy and Procedure Manual;
- Comply with the provisions of MDA's Workplace Health and Safety framework including policies, procedures and safe work systems that relate to their role, program area or MDA as a whole.
- Carry out general administrative functions related to their role and to the effective and efficient functioning of MDA as a whole. This will include the use of email, computer-based calendar and information management systems.

Induction training relating to policy and procedures, workplace health and safety and MDA administrative systems will be provided to successful candidates on appointment. Additional training in relation to IT systems and software will also be provided to successful candidates where necessary.

Selection Criteria

Essential Skills and/or Experience

- 1) Proven experience in the implementation and management of volunteer programs within a cross cultural environment.
 - 2) Sound understanding or the ability to quickly acquire the knowledge of issues in relation to the settlement of refugees and migrants, as well as of current policy issues relevant to the multicultural context;
 - 3) Highly developed skills in updating and delivering training material for a volunteer program;
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- 4) Demonstrated stakeholder management skills in relation to both intra-organisational relationships (i.e. between program areas) and inter-organisational relationships (i.e. between collaborating organisations and agencies), including the ability to negotiate for outcomes that are beneficial to clients and to organisational development.
- 5) Outstanding cross cultural communication skills, including the demonstrated ability to recruit and provide support for volunteers who maybe from diverse cultural and language backgrounds.
- 6) Ability to represent the organisation in meetings, public forums and deliver presentations and conference papers.

Desirable Skills and/or Experience

- 1) Good working knowledge of Microsoft Office applications including Outlook, Word, Excel etc.

Application Process

You should **submit a resume** giving details of your previous work history and any other relevant information. There is **no** need to prepare selection criteria responses.

Expressions of interest should be sent to donnab@mdabne.org.au by midday Monday 17 November 2008

If you would like to speak to someone about this position, please contact: Donna Baines Faye by telephoning 0433 537 340



**Multicultural
Development
Association Inc.**

**STRATEGIC PLAN
2008-2010**

Our Philosophy

The Multicultural Development Association (MDA) was established in May 1998 to promote Multiculturalism and empower people from diverse cultural and language backgrounds through advocacy, community development and a range of client service programs.

MDA is founded on the vision of a multicultural future for Australian society. MDA takes a comprehensive approach to multiculturalism and works across individual, family, community and society levels to achieve a society which values justice, diversity and equality.

MDA respects that the migration and settlement process is a unique experience for each person. MDA endeavours to support people in their settlement journey.

MDA acknowledges Aboriginal and Torres Strait Islander peoples as the original owners of our land and respects their unique status in Australia. MDA is dedicated to progressing a shared vision for our society which respects this land and provides justice and equity for Aboriginal and Torres Strait Islander people.

Our Vision

For the Multicultural Development Association to be a lead specialist multicultural agency for Queensland, working towards a society which values, promotes and celebrates cultural diversity.

Our Purpose

To work in partnership with refugees and migrants in Queensland to achieve their aspirations by delivering quality services through :

- Advocacy;
- Client Service Delivery;
- Community Development;
- Multicultural Sector Development.

Our Values

We are committed to respect for human rights and the social justice principles of fairness, equity, opportunity, and dignity for all people.

We believe that :

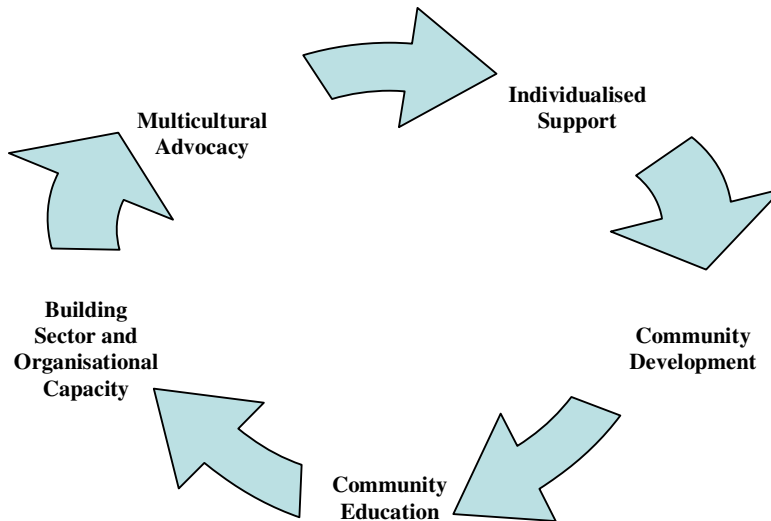
- Every human being has a unique dignity irrespective of nationality, ethnicity, gender, religion, age, sexual preference, ability, social and economic status, beliefs, or contribution to society.
- Every person has the right to well-being, self-fulfillment and self-determination provided that the rights of others are not violated.
- Our society has an obligation to pursue social justice which involves providing maximum benefits for all people and protecting people from harm.

We are committed to :

- Advocating for changes in policy, service delivery and social conditions which enhance opportunities for people from diverse cultural and language backgrounds in our society.
- Ensuring that our clients have access to the resources, services and opportunities which contribute to their well-being.
- Providing an ethical, accessible, friendly and welcoming environment for all.
- Ensuring that every person has the right to hold on to their cultural identity as part of their settlement and that all people are supported to be part of the Australian community.

Our Approach.

Our approach is to respond to the specific needs and priorities of the people we engage with through the following areas of intervention.



Individualised Support and Direct Client Services to refugees and migrants including settlement and employment support and supporting the inclusion of children into childcare.

Community Development with Refugee and Migrant Communities.

Community Education locally in Brisbane including promoting multiculturalism, combating racism and raising awareness of the settlement experiences of refugees and migrants.

Building Sector and Organisational Capacity including the development of pools of Cultural Support Workers and Volunteers and participating in relevant networks.

Multicultural Advocacy with a specific focus on achieving systemic and structural change to redress inequities in mainstream services for people from diverse cultural backgrounds.

KEY RESULT AREAS AND STRATEGIC PRIORITIES

1. SERVICE DELIVERY.

Provide excellence in service delivery to maximise quality client and community outcomes.

2. AWARENESS RAISING AND ADVOCACY.

Work collaboratively with other agencies to advocate for social policy and systemic change and influence community attitudes and behaviours. Contribute to the development of the community sector to better respond to the aspirations and needs of people from diverse cultural and language backgrounds.

3. KNOWLEDGE, QUALITY AND INNOVATION.

Manage information at all levels to enable learning and planning resulting in innovative quality services for clients and communities.

4. LEADERSHIP AND GOVERNANCE.

Demonstrate MDA's vision, purpose and values through competent, transparent and accountable leadership.

5. ORGANISATIONAL SUSTAINABILITY.

Manage MDA's human, organisational and financial resources through sound administrative processes which ensure viability and sustainability.

1 : SERVICE DELIVERY.

Provide excellence in service delivery to maximize quality client and community outcomes.

Strategies and Actions:

1.1 Provision of client focused services which are accessible, culturally appropriate, flexible and responsive to the aspirations and needs of clients and communities.

This will be achieved by :

- Creating an environment in which clients and communities feel welcome, valued, safe and understood.
- Ensuring privacy and confidentiality.
- Ensuring easy to understand entry points to MDA services which encourage access for target group clients.
- Ensuring timely and culturally appropriate responses to requests for assistance from clients/communities.
- Ensuring that each client and community has their own individualised plan which identifies their aspirations and needs. This plan will be developed collaboratively between an MDA worker and each client/community.
- Consultative and productive intervention in partnership with each client/community to achieve identified aspirations and needs.
- Using specialised assistance from Cultural Support Workers or Volunteers to improve service responsiveness and individual client outcomes.
- Being responsive to feedback and improvement through each client/community having an understanding of their rights as well as MDA feedback and complaints processes.

1.2 Continuous monitoring and evaluation of the effectiveness of client services.

This will be achieved by :

- Developing appropriate assessment, intervention and evaluation frameworks for each program area.
- Maintaining strong connections and relationships with clients and refugee/migrant communities which enable mutual understanding and open communication.
- Monitoring local, national and international issues and trends which impact on clients/communities.
- Evaluating service effectiveness through establishment and implementation of client and community feedback systems.
- Understanding best practice and seeking and developing new practises and models which respond to the changing and emerging needs of clients/communities.

1.3 Managing client demand and stakeholder expectations.

This will be achieved by :

- Engaging with stakeholders to ensure they are clear about the services we provide.
- Supporting staff to set boundaries.
- Actively monitoring and analysing client demand.
- Seeking new funding sources to respond to casework and community capacity building demands

2: AWARENESS RAISING AND ADVOCACY.

Work collaboratively with other agencies to advocate for social policy and systemic change and influence community attitudes and behaviours. Contribute to the development of the community sector to better respond to the aspirations and needs of people from diverse cultural and language backgrounds.

Strategies and Actions :

2.1 Promote multiculturalism and combat discrimination.

This will be achieved by :

- Informative community education and awareness raising in our local community of the benefits of multiculturalism and the settlement experiences of refugees and migrants as a way of combating discrimination.
- Organisation of community events and activities which celebrate cultural diversity.
- Building connections with Indigenous communities to jointly combat racism.

2.2 Advocate for reforms which address inequities experienced by people from diverse cultural and language backgrounds.

This will be achieved by:

- Identification of issues specifically focusing on barriers which prevent the equitable access or participation of refugees and migrants in mainstream services or community life.
- Communication and advocacy to government and other key stakeholders to influence social policy in relation to identified issues.

2.3 Contribute to sector development to improve service responsiveness for people from diverse cultural and language backgrounds.

This will be achieved by :

- Participating in interagency forums and consultations.
- Supporting other agencies in the multicultural sector through the sharing of information and knowledge.
- Facilitating community engagement and linking mainstream agencies when appropriate with refugee and migrant communities to enable improvement of service delivery.

2.4 Build partnerships which enhance MDA's ability to further the interests of people from diverse cultural and language backgrounds.

This will be achieved by :

- Development of a website for MDA.
- Promoting the organisation and its activities so that existing and potential stakeholders have a broad knowledge of the work of MDA.
- Exploring affiliations and partnerships with other agencies and universities (locally, nationally and internationally) which enhance MDA's ability to advocate and provide services.

3: KNOWLEDGE, QUALITY AND INNOVATION.

Manage information at all levels to enable learning and planning resulting in innovative quality services for clients and communities.

Strategies and Actions :

3.1 Develop information management systems which build MDA's knowledge base to improve client service delivery.

This will be achieved by :

- Using CSNet (MDA Client Data Management System) and government provided databases to their maximum capacity as a means to collect data.
- Collating and analysing data to provide accurate, timely and informative reports to a variety of audiences.
- Completing reporting, accountability and compliance tasks accurately and in a timely manner.

3.2 Encourage staff and volunteer practice frameworks which incorporate learning and critical reflection and lead to improved understanding of clients and communities.

This will be achieved by :

- All staff (permanent and casual) and volunteers having opportunities to participate in continuous quality improvement activities.
- Identifying and sharing relevant information, resources and research which enables learning and planning and guides action.
- Providing opportunities for clients and communities to share their understanding and knowledge with MDA staff and volunteers.

3.3 Ensure the development, implementation and review of up-to-date and appropriate organisational and program area plans, policies and procedures.

This will be achieved by:

- Developing a business plan for the organisation which identifies growth and consolidation targets.
- Developing and implementing a strategic and operational planning cycle.
- Facilitating the further development of procedures at a program area level across the organisation.
- Regular reporting against performance indicators which meet requirements of funding.

3.4 Be at the forefront of innovative quality service delivery to people from diverse cultural backgrounds.

This will be achieved by :

- Identifying and implementing current best practice quality standards.
- Seeking partnerships (locally, nationally and internationally) which will lead to the development of innovative models of quality service delivery to people from diverse cultural backgrounds.
- Identify opportunities for staff to be involved in experiential learning.

4 : LEADERSHIP AND GOVERNANCE.

Demonstrate MDA's vision, purpose and values through competent, transparent and accountable leadership.

Strategies and Actions :

4.1 Ensure that MDA's vision, purpose and values are promoted by the Board and MDA's managers and leaders and that they are understood and practised throughout the organisation.

This will be achieved by :

- Including discussion of the vision, purpose and values in the induction process for new staff and board members.
- Including as part of decision-making processes an assessment of how the decision aligns with MDA's vision, purpose, and values.
- Ensuring vision, purpose and values are prominently included in all MDA promotional materials, including website, recruitment packs and reports/publications.

4.2 Develop an accountability map for the organisation which establishes clear lines of accountability and responsibility and distinguishes between the roles and responsibilities of strategic and operational management.

This will be achieved by:

- Implementation of the Board's Code of Governance.
- Reviewing decision-making delegations at all levels in the organisation.
- Identifying and managing risk at all levels of the organisation.

4.3 Identify gaps in the skills, knowledge and competencies of Board members and Leadership Team and facilitate appropriate professional development opportunities to ensure that competence, transparency and accountability are maintained and improved.

This will be achieved by:

- Identifying appropriate professional development opportunities for MDA's managers and leaders and Board members which support good governance.
- Continuing MDA's Leadership Development Program.

4.4 Develop a succession plan for the Board of Management that will ensure an appropriate skill mix to meet identified governance and leadership needs.

This will be achieved by :

- Developing a membership engagement strategy to broaden the potential pool of MDA's future Board members.
- Reviewing the MDA Constitution to ensure congruency and seamless implementation with the Board's Code of Governance.
- Setting up MDA advisory mechanisms to enable communities of interest to provide both strategic and operational advice and feedback to MDA and ensure communities are well briefed on future directions.

5. ORGANISATIONAL SUSTAINABILITY.

Manage MDA's human, organisational and financial resources through sound administrative processes which ensure viability and sustainability.

Strategies and Actions :

5.1 Provide administrative systems which support the work of the organisation and enable client and stakeholder requests to be responded to in a friendly, professional and timely manner.

This will be achieved by :

- Adhering to established administrative systems and procedures as outlined in the Staff Handbook.
- Ensuring that staff across the organisation are able to deliver services with high level cross-cultural competencies.
- Maintaining and installing appropriate technologies which support the work of the Organisation.
- Efficient storage and archiving of information and records.

5.2 Ensure a healthy and productive work environment in which MDA staff and volunteers feel valued, safe, capable and innovative.

This will be achieved by:

- Staff demonstrating the principles outlined in the MDA Code of Ethics and Conduct.
- Provision of regular individual support and supervision.
- Conducting performance appraisals at regular intervals and the completion of yearly staff learning and development plans.
- Maintaining effective human resource management practices such as induction and exit procedures, grievance procedures as well as recruitment, learning and development processes.
- Identifying with staff strategies for ensuring a healthy and productive workplace including flexible work approaches and a family friendly work environment.

5.3 Manage organisational resources and assets appropriately to ensure accountability and support the business plan.

This will be achieved by :

- Exploring ways to reduce the Organisation's impact on the environment and using resources responsibly to not cause unnecessary harm to our environment.
- Maintenance of assets so that they are kept in safe working order.
- Establishing processes which ensure the appropriate and intended use of organisation resources.
- Maintaining systems for the timely and accurate acquittal of grants.

5.4 Develop and implement strategies for sound financial management processes.

This will be achieved by :

- Spreading risk by accessing a range of funding programs.
- Maintaining an agreed working capital level and ensure provisions are set aside.
- Providing for strategic plan implementation.
- Maintaining MDA's full costing technique for all budgets and new initiatives.



Code of Ethics

1. Purpose

MDA's Code of Ethics shall be used to guide staff, Management Committee members and volunteers to ensure the best possible standards of service delivery and professional conduct. The Code of Ethics embodies both MDA's values and the principles that underpin our approach to our work.

2. Values

We are committed to respect for human rights and the social justice principles of fairness, equity, opportunity, and dignity for all people.

3. Principles

The Code of Ethics seeks to embody the principles of:

- Social Justice
- Natural Justice
- Confidentiality
- Maintenance of the organisation's integrity through maintaining high professional standards

3.1 Social Justice

The principles of social justice shall underpin the work of MDA at all levels and applies equally to the practice of all staff, management committee and volunteers.

MDA will ensure that all eligible people, communities and organisations are informed about and have access to its services regardless of factors such as age, gender, disability, religion, sexuality, cultural or linguistic background.

The ability to work within a social justice framework shall be one of the selection criteria in all position descriptions. However, MDA recognises that not all people are familiar with the terminology 'social justice' and so background information may be given to candidates to ensure that our selection process is fair and equitable.

MDA's *Access and Equity Policy* sets out the organisation's philosophy and practice in relation to these aspects of social justice principles.

3.2 Natural Justice

Staff, Management Committee members and volunteers will, at all times, act fairly, in good faith and without bias or prejudice.

MDA is committed to inclusive decision making processes, that are based on consultation with key stakeholders (both inside and outside the organisation), the right of access to information to enable informed participation in the decision making process, and the right of appeal for those affected by a decision.

In addition, staff and Management Committee members need to be aware of their personal limitations, values and needs and ensure that these do not:

- Overshadow the fulfilment of the organisation's vision, mission and primary purposes;
- Alienate or intimidate colleagues, clients, volunteers or members;
- Affect the development and maintenance of appropriate professional boundaries with MDA clients; or
- Interfere with prompt and effective decision making or conflict resolution processes.

3.3 Confidentiality

The privacy of clients, staff, volunteers and members (including Management Committee members) will be respected and information obtained in the course of professional conduct will be held in confidence.

The dignity of clients will be respected, as will the dignity of staff, volunteers, members and other people with whom the organisation has dealings.

Client information will not be disclosed to any person or organisation unless the prior written consent of the client is obtained or under special circumstances where either MDA is required by law to disclose information or where not to disclose information would breach the organisation's duty of care (e.g. where there is an acknowledged risk to people's lives or well-being).

3.3 Maintenance of the Organisation's Integrity

All Management Committee members, staff and volunteers shall:

- Conduct themselves in a professional and appropriate manner when carrying out their duties as a representative of MDA;
- Maintain both client and organisational confidentiality when engaging with people outside of the organisation;
- Respect the integrity of other organisations that MDA is involved with and demonstrate this respect through behaviour;
- Recognise their responsibility to contribute to the development of good practice and the continuous improvement of MDA's service delivery through the maintenance and improvement of their skills and knowledge in respect of their professional practice;
- Acknowledge their position of influence and trust in respect of MDA clients and volunteers and ensure that this does not lead to the exploitation of these persons;
- Ensure that personal relationships, both within and outside of the organisation, do not adversely affect their performance, or that of others, in the conduct of the organisation's business;
- Declare all personal, professional or financial interests that may, or may be seen to, unduly influence the performance of their duties at MDA (see the *Declaration of Interests Procedure* for more information); and
- Declare any conflict of interest that arises in relation to their role in the conduct of the business of the organisation and abide by any decision of the Management Committee in relation to the management of that conflict of interest (see the *Conflict of Interest Policy* for more information)
- Comply with all financial and accounting procedures that relate to the performance of their role and ensure that the resources of the organisation are used effectively and efficiently.