Diversity and Inclusion Consultant

Position Description

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| **EMPLOYMENT TYPE** | Part Time (0.4 FTE) |
| **CONDITIONS** | Temporary (ending 30 June 2023 with the possibility of extension) |
| **TEAM** | People, Culture and Diversity |
| **REPORTING RELATIONSHIPS** | Reports to: Manager, Centre for Cultural Diversity in Ageing  Direct Reports: Nil |

## Our Vision

A positive, fulfilling experience of ageing where everyone has the opportunity to live their best life.

### Organisational Context

Benetas is a leading not-for-profit organisation with a mission to provide older Victorians, their families and carers with high quality services and environments that respects their independence and individuality throughout their aged care journey. To reflect our Anglican heritage and commitment to social justice, we contribute a social dividend which sees any profit reinvested into growing and expanding services and initiatives, including our dedicated research and advocacy agenda, which provides broader benefits to people within our communities.

Benetas is committed to providing a safe and healthy work environment with a focus on the wellbeing of our employees and clients. With our positive and inclusive culture you will feel supported to be the best you can be in your career. Benetas is a recognised leader in Gender Equality, having been awarded an Employer of Choice citation by the Workplace Gender Equality Agency for 15 years in a row.

With an ambitious Next Generation Strategy, Benetas is focused on delivering our four strategic outcomes, which include integrated and exceptional customer experience, communities of choice, a great place to work and volunteer and a high performing organisation.

## Role Purpose

The Diversity and Inclusion Consultant is responsible for:

* Conducting individual consultations with aged care provider senior leaders around diversity, equity and inclusion
* Guiding and mentoring senior leaders around policy development relating to diversity, equity and inclusion
* Supporting senior leaders around change management and business development to support inclusive organisations
* Particulate in team meetings and networks relating to diversity equity and inclusion in aged care including the Partners in Culturally Appropriate Care (PICAC) program

The PICAC program provides funding to an organisation in each state and territory. Benetas is currently the recipient of this funding for Victoria. These organisations form part of the PICAC Alliance. The Manager will contribute effectively to the Alliance which aims to be a voice and discussion conduit into information, training and resources about culturally inclusive practice in aged and community care services.

The Diversity and Inclusion Consultant is responsible for the delivery of projects run at the Centre for Cultural Diversity in Ageing in line with key performance indicators as agreed in contractual work plans and budget. The Diversity Mentor may also be involved in networks and stakeholder groups and other external forums and committees, which can demand flexibility to travel as required. For more information about the Centre for Cultural Diversity in Ageing visit [www.culturaldiversity.com.au](http://www.culturaldiversity.com.au). For more information about the Partners in Culturally Appropriate Care program visit [www.picacalliance.org](http://www.picacalliance.org).

Position Specific Responsibilities

| Key Result Areas | Expectations |  |
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| PICAC Program | Contribute to the oversight of general service delivery – including supporting policy, design and delivery of initiatives that support the provision of inclusive services in aged care.  Contribute to networks as required.  Project management relating to resource development and dissemination activities.  Contribute to monitoring and reporting requirements twice a year to the Department of Health on progress made with program objectives. |
| Maintaining partnerships | Collaborate effectively as part of the PICAC Alliance, building and maintaining partnerships that foster success.  Build and maintain relationships with Department of Health Officers and manage complex stakeholder relationships.  Work in close partnership with leaders in the aged care sector to support them to deliver diversity policies. |
| Advocacy | Deliver an advisory function in this specialised area of expertise.  Contribute effectively to a variety of external advisory committees and advocate on behalf of older Australians from Culturally and Linguistically Diverse (CALD) backgrounds.  Contribute to consultation processes as required – both internally and externally. |
| Other consultancy | Conducting individual consultations with aged care provider senior leaders around diversity, equity and inclusion  Guiding and mentoring senior leaders around policy development relating to diversity, equity and inclusion  Supporting senior leaders around change management and business development to support inclusive organisations |

### Selection Criteria

| Qualifications | |
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| * Tertiary qualifications in social policy, diversity and inclusion, community development or related fields | |
| Essential Skills and Experience | Personal Attributes |
| * Expertise and knowledge of issues experienced by older Victorians and communities from CALD backgrounds * Effective stakeholder and relationship management skills * Ability to collaborate and network in complex partnership arrangements * Experience in leading diversity policy and resource development * Highly effective communication and interpersonal skills * Excellent planning, reporting and time management skills * Understanding of contemporary approaches to learning and building capability * Knowledge of issues pertaining to the ageing population and diversity needs * Strong strategic thinking with an ability to make sound decision making through detailed analysis and problem solving * Exceptional interpersonal and communication skills * Excellent verbal and written communication skills including experience in active listening, business development and consulting * Experience in providing consulting, coaching or training and policy development in the area of culturally inclusive practices * Experience in conducting and reporting on service provider consultations | * Strong work ethic, personal integrity and demonstrable commitment to social justice * Leadership capability that inspires high performance in self and others * Ability to develop strong working relationships by building credibility, respect and rapport with stakeholders * Adopt a positive attitude, that is proactive and collaborative * Flexible and adaptable in a dynamic working environment with the ability engage and influence to achieve personal and professional goals * Committed to organisational values and the Customer Experience Vision and Principles * Technology savvy * Demonstrated ability to drive change and deliver outcomes * Proven ability to communicate effectively with a wide range of individuals and organisations * High level of personal and business credibility that align with Benetas values * Strong customer service focus * Proven empathetic involvement with stakeholders including team members, clients, the community and a commitment to working with people |
| Desirable qualifications / experience | |
| * Certificate IV in Training and Assessment * Qualifications or Professional Development in Diversity and Inclusion * Experience working with older people, community organisations and aged care services | |

**Core Behaviours Applicable To All Employees**

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| Key Result Areas | Key Tasks/ Behaviours |
| **Living our values in the way we behave and interact with others** | **Respect** - Takes time to understand and value each person and respects their choices  **Community** - Builds strong relationships amongst stakeholders by working together in an open, involving way  **Spirit** - Builds a positive energetic culture dedicated to creating fulfilling life experiences for older people  **Responsibility** - Acts with integrity toward our clients, their families and carers and the broader community |
| **Leadership and Team** | * Leads by example * Maintains a positive approach that promotes confidence in those around them * Is open to feedback * Achieves agreed work goals * Builds and maintains effective relationships with clients, families and colleagues and operates in line with the Customer Experience Vision and Principles |
| **Health, Safety and Environment** | * Displays responsibility for self, team and environment * Demonstrates positive approach to own safety and safety of others * Achieves agreed work goals relevant to health, safety and environment |
| **Continuous Improvement: Quality and Sustainability** | * Responds to the needs of customers and the changing environment in which our services operates * Understands and delivers responsibilities in line with the Risk, Quality and Clinical Governance Frameworks * Takes initiative in making improvements to work processes * Actively seeks new ideas and improvement * Demonstrate evidence of continual improvement activities * Strives for best practice * Embraces and adapts to change |
| **Professional and Personal Development** | * Takes responsibility for driving own professional development, expertise and personal development * Completes all relevant on and off-the-job learning experiences |

## Evidence of the Right to Work in Australia

All Benetas employees must provide evidence of their valid working rights. Appropriate evidence includes an Australian/ New Zealand birth certificate or passport, Citizenship certificate, Permanent residency certificate or an International passport with evidence of a valid working visa. All visas are subject to a Visa Entitlement Verification Online (VEVO) check.

## Police Check

All Benetas appointments are subject to a satisfactory police check, and a statutory declaration for those people who have lived overseas over the age of 16 for more than 12 months.

## Worker Screening Checks

As per Federal Government Legislation, all Benetas employees working at Residential Aged Care homes and risk assessed roles in Support Office are required to undertake a National Disability Insurance Scheme (NDIS) Worker Screening Check in place of the Police Check requirements.

## Influenza Vaccination

All Benetas roles are subject to obtaining and maintaining annual influenza vaccinations. Evidence must be provided as a condition of employment.

## Covid-19 Vaccination

All Benetas roles are subject to obtaining and maintaining updated COVID-19 vaccinations. Evidence must be provided as a condition of employment.