

POSITION TITLE: Manager – Disability Inclusion Advisory Team
DEPARTMENT: Inclusive Development
DATE: November 2018
REPORTS TO: Inclusive Development Director

Organisational Vision:

An inclusive world in which all persons with disabilities enjoy their human rights and achieve their full potential.

Organisational Mission:

CBM is an international Christian development organisation, committed to improving the quality of life of persons with disabilities in the poorest countries of the world.

Purpose of Role:

In coordination with the ID Director and ID Management team, the Disability Inclusion Advisor Manager will:

- Lead a small team of disability inclusion advisors to provide high quality disability inclusive development (DID) technical support and capacity development programs, and contribute to the evidence base for DID, in line with the CBMA strategy.
- Support and contribute to overall coordination and management of the ID Department.
- Supervise and manage, and support the further development of, advisory staff including by supporting work planning and reporting, professional development, etc.
- Coordinate reporting and project deliverables within the disability inclusion advisor team.
- Ensure high quality DID technical advice and capacity development is delivered on selected projects, including modelling good communication and project outcomes in project technical lead roles.

Level of Direction or Supervision:

There are currently three Disability Inclusion Advisor Managers in the ID Department. Whilst each Advisor Manager has a strong degree of autonomy in leading their team, he/she works collaboratively with the other two to ensure consistency in quality, workload and approach across the advisory team. The Advisor Managers also work closely with other colleagues in the ID Management team and report to the ID Director.

As a team, the Advisor Managers bring complementary skills - in DID technical advice, relationship management, development of new business, international development and/or people management - to bear in leading and developing a DID technical team.

Key Tasks and Priorities:

Key Areas of Responsibility	Key Tasks	Performance Indicators	Weighting Total= 100
Member of IDD Management Team	Collaboratively with other MT members: <ul style="list-style-type: none"> • Lead departmental strategy, budget and planning processes. • Ensure aligned and appropriate levels of cross-team collaboration and manageable workloads. • Develop and establish the use of appropriate systems to support the work of the department. • Identify and manage opportunities for staff to increase skill and experience. • Establish and model IDD norms for desired behaviour. • Proactively respond to issues as they arise – manage change evenly across the department. 	<ul style="list-style-type: none"> • Strategy and work plans monitored, reviewed and implemented. • A budget, with clear rationale linked to strategy implementation in place and monitored. • A transparent and effective process for allocating work to team members is operational. • Regular preparation, attendance, communication and follow up of MT meetings. • A collaborative and respectful management team environment that addresses issues arising. 	20%
Staff management – Disability Inclusion Advisor team	<ul style="list-style-type: none"> • Develop clear and actionable performance expectations (for the DID advisor team and for individuals) and KPIs which are aligned with agreed IDD priorities. • In an on-going way, ensure all team members and stakeholders know specifically what is expected of them, and how their role contributes to other members of the team, the department and the wider organisation. • Ensure that direct reports have the resources and training required to meet performance expectations. • Foster a team culture that values proactive problem-solving, open and honest communication, and accountability to agreements. 	<ul style="list-style-type: none"> • Position descriptions and KPIs are up to date and all direct reports have an active performance agreement in place. • Meet individually with Team Members on a weekly/fortnightly basis. • Performance appraisals are conducted in accordance with CBM policy. • Team meetings occur according to agreed schedules and include a regular stock take of team dynamics and functionality. • KPIs are adjusted in line with changing time frames and available resources. 	25%

	<ul style="list-style-type: none"> • Coach/mentor staff to manage workloads, conflicts, and stress. • Coach/mentor staff to develop their career development plan – identify opportunities to increase skill and experience in line with CBM’s strategic objectives. • Support and implement P&C processes and initiatives. • 	<ul style="list-style-type: none"> • Team members receive appropriate training and development. • All Team members have a career development plan and opportunities to increase their skills. • Risk reporting and associated mitigation actions undertaken monthly 	
Technical input into ID projects	<ul style="list-style-type: none"> • Support staff within the DID advisory team to provide high quality technical leadership and/or input into ID projects • Contribute to, and oversee team contributions to proposals, reporting, etc for alliance projects/ partnerships • Provide or ensure high quality technical advice on strategic, selected internal (CBMA) and external projects and/or work pieces, in line with sectoral expertise and skills set (e.g., capacity development, policy advice, program design, monitoring, evaluation). • Ensure quality standards and measures are reviewed and implemented within and across advisor teams to ensure technical advice is clearly communicated, robust, evidence based and up to date. 	<ul style="list-style-type: none"> • ID projects (contracted and proactive) are completed on time and clearly communicated internally and externally. • Reports provided to funding bodies as required. • Project partners report positive experience of engagement with DID technical staff. • Technical quality assurance standards and processes are reviewed and updated based on new evidence regularly • Quality and reputation of CBMA's technical advisory work is maintained or enhanced (based on client satisfaction, etc through evaluations, etc). 	25%
Contribute to the DID evidence base development and dissemination and team learning	<ul style="list-style-type: none"> • Contribute to monitoring, evaluation and learning (ME&L) being embedded within ID technical inputs in collaboration with quality team • Input into selected research as agreed with MT and ID Director in line with expertise. 	<ul style="list-style-type: none"> • MEL is a systematic in ID technical advice process • Research contributions model disability inclusive methodology and contribute to sector research priorities. • Case studies, publications, presentations and future advice report and apply 	10%

	<ul style="list-style-type: none"> Oversee and contribute to the development of evidence based tools to support future technical advice 	<p>learnings from DID engagement.</p>	
<p>Liaise and contribute within CBM</p>	<ul style="list-style-type: none"> Contribute to and support staff to contribute to cross CBMA projects in coordination with the MT (e.g., policy reviews, annual reports, communications, etc) Oversee and coordinate the team input into data for departmental reporting 	<ul style="list-style-type: none"> ID perspective/expertise represented in CBMA and CBMI projects Data is available in timely manner to support department, senior management and board reporting. 	<p>10%</p>
<p>Represent CBMA and liaise with other external stakeholders</p>	<ul style="list-style-type: none"> Develop positive working relationships with key alliance partners (e.g. DFAT). Identify and develop partnerships and alliances in line with the CBMA strategic plan In consultation with ID Director and management team, represent CBMA as required in sector and other meetings (e.g., CBM International). 	<ul style="list-style-type: none"> Positive working relationships established New partnerships in place to support implementation of the CBMA strategy and related implementation plans Attendance at workshops, functions, section meetings, etc. 	<p>10%</p>

SPECIFIC OUTCOMES REQUIRED

A cohesive, collaborative problem-solving/decision-making IDD Management Team leads IDD effectively toward achievement of CBM's strategy.

Growth in the breadth and depth of DID engagement with mainstream development partners or clients to whom CBM provides DID technical assistance.

CBMA grows its reputation as a provider of quality DID technical advice that supports implementation of sector priorities

Advice is provided consistent with the principles of "nothing about us without us" - through our own recruitment, staff development and partnerships.

Quality assurance and learning systems are embedded in CBMA's DID Advisory work and reviewed regularly.

DID Advisors' knowledge and skills are further developed - to increase the standard (e.g., quality, decreasing level of support required) and range (e.g., project size, partner, type of work, etc) of advice they are able to provide.

DID advisors are managed and supported in line with agreed team and organisational guidelines.

Appropriate risk issues are identified, kept updated and appropriate mitigation strategies are developed, implemented and maintained.

KEY COMPETENCIES OF ROLE

Talents/attributes/ approach	<ul style="list-style-type: none"> • Commitment to CBM’s mission and values. • Honesty – Integrity - Discretion • Talent for establishing strong, respectful and trusting relationships across all levels of CBM. • High levels of emotional intelligence (self-awareness, self-regulation, social skills, empathy) • A strong proactive problem-solving mindset and approach • Ability to reframe: Standing back from a situation or problem and seeing the bigger picture or wider context. • Ability to manage expectations of all stakeholders, while staying focused on organisational objectives • Ability to manage conflict productively and hold self/others accountable • Capacity to manage complex workloads collaboratively. • Ability to value others for their diversity • A ‘people person’ – genuinely interested in developing direct reports along their career path. • Ability to discern, develop and appropriately allocate work based on innate talents and development needs of team members, not just knowledge and skill. • A tendency to communicate thoughtfully and honestly. • Positive use of adversity: Learning and growing from mistakes and setbacks. • A strong preference for using a coaching approach with direct reports and peers - helping them to reach their own solutions, as opposed to using a directive approach. • A willingness to contribute to the growth and development of CBM and its work. • A commitment to modelling sound disability inclusive approaches, and the central role of people with disability. • A commitment to ensuring the currency of knowledge in disability and development. • Attention to detail
Knowledge and experience	<ul style="list-style-type: none"> • Sound experience with people management systems and processes. • Experience adapting management style to team needs • Current knowledge of international development trends and context and understanding of the Australian Aid Sector • Extensive experience within the international development sector – working across a wide range of project sizes, partner types (govt and non-govt) and cultural contexts. • Understanding of the program cycle and intersection of disability with other key development issues (e.g., gender) • Understanding and experience of management and reporting for donor funding • Demonstrated expertise is one or more of the following: capacity development, policy analysis and development, program development (Design, monitoring, evaluation, etc), research and evidence (including disability data).
Skills	<ul style="list-style-type: none"> • Skills in project design, monitoring and evaluation.

	<ul style="list-style-type: none"> • Monitoring, evaluation and learning interest and experience • Ability to scan for information and analyse in order to inform a clearly articulated recommendation and rationale. • Exceptional communication skills (written, verbal and interpersonal) • Coaching and mentoring skills • Capacity to manage a complex workload in a team environment. • Proficiency in Word applications and uses, and searches on internet. • Strong analytical skills - able to review documents and situations quickly and synthesis to key messages for varied audiences.
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JOB EVALUATION		
Factor	Level	Score
Responsibility and Accountability	5/6	250
Judgement and Decision Making	5/6	142
Interaction and Influence	6	190
Knowledge and Application of Creative and Technical Skill	6	320
TOTAL		902
Salary Grading		Grade 11

Signed

Signed

 Manager Name and Surname
 Designation

 Incumbent Name and Surname
 Designation

Date
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Date
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