
Position Description

Vacancy Title: **Advisor Member Services**

Location:

Reports To: **None**

Objective

To strengthen PDF member Organisations of Persons with Disabilities (OPDs) through organisational assessments, practical advice and ongoing support in governance, strategic planning, compliance, monitoring, evaluation and learning, leadership succession and funding readiness. The role develops accessible capacity-building resources and supports member outreach and government engagement to improve organisational sustainability and advance disability rights across the Pacific. The Advisor Member Services reports to the Senior Manager Programs & Member Services.

Outcomes

Organisational Stakeholders

1. OPD Organisational Assessments and Action Plans

Member OPDs identify organisational strengths and gaps, agree on improvement priorities and implement action plans with clear responsibilities and timeframes.

- Assess governance, leadership, staffing, financial management, operations and member participation.
- Consult OPD leaders, staff and members, including underrepresented groups, to identify support needs.
- Develop practical action plans based on assessment findings and available resources.
- Provide ongoing advice and follow up on agreed actions.
- Document progress, identify implementation barriers and refer unresolved issues to the reporting manager.

2. Governance, Strategic Planning and Compliance

Member OPDs strengthen governance practices, maintain relevant organisational plans and meet applicable registration, policy and reporting requirements.

- Support reviews of constitutions, Board responsibilities, policies and decision-making procedures.
- Advise on Board induction, meeting processes, conflict-of-interest management and accountability to members.
- Facilitate strategic and annual planning aligned with disability rights and member priorities.
- Help OPDs identify applicable compliance obligations and maintain supporting records.
- Identify governance and compliance gaps, recommend corrective actions and monitor follow-through.

3. Monitoring, Evaluation and Learning Systems and Leadership Succession

Member OPDs use practical monitoring, evaluation and learning systems to track results and establish succession arrangements for leadership continuity.

- Support the development of indicators, data collection tools and reporting processes suited to each OPD.
- Guide OPDs in collecting accessible, relevant and reliable information on activities and results.
- Facilitate progress reviews and document lessons to improve future planning and delivery.
- Identify leadership development needs and support mentoring for emerging leaders.
- Assist with succession plans, handover procedures and records to retain organisational knowledge.

4. OPD Sustainability and Funding Readiness

Member OPDs strengthen organisational sustainability and prepare credible funding applications supported by realistic plans, budgets and accountability arrangements.

- Assess funding needs, resource gaps and organisational readiness for donor support.
- Support resource mobilisation plans aligned with OPD priorities and operational needs.
- Assist with funding proposals, activity budgets and supporting organisational documents.
- Help OPDs understand donor requirements and establish processes for tracking funding commitments and reporting deadlines.
- Support partnership development and monitor progress towards agreed sustainability actions.

5. Accessible Capacity-Building Resources

Member OPDs access and apply relevant learning resources to improve governance, management and service delivery.

- Identify learning needs through assessments, consultations and feedback from members.
- Develop practical guides, templates and training materials suited to the Pacific context.
- Adapt resources to identified language, communication and accessibility requirements.
- Consult persons with disabilities when reviewing resource accessibility and usability.
- Facilitate learning sessions, assess participant understanding and revise resources using feedback.

6. Member Outreach and Government Engagement

PDF maintains responsive member relationships and supports OPDs to engage government agencies on disability rights and inclusion priorities.

- Maintain regular communication with member OPDs and record requests, concerns and follow-up actions.
- Support outreach to members with limited access to PDF activities and services.
- Help OPDs prepare for government consultations, meetings and policy submissions.
- Coordinate accessible engagement activities and support the participation of underrepresented groups.
- Document engagement outcomes, track commitments and refer policy positions or unresolved concerns through approved PDF channels.

Responsibilities - Key Competencies

Competence	Description
Business	
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Organisational Values	Display the organisation's image and value standards.
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.
People	
Self-Management	Manage your priorities and objectives efficiently and effectively
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Humanities / Social Science, Others	

Work Knowledge and Experience

Relevant qualification or equivalent demonstrated experience in programs & member services and the technical requirements of the role.

Demonstrated experience planning, delivering and reporting work with multiple stakeholders.

Understanding of the CRPD, disability rights, accessibility, safeguarding and Pacific regional context.

Strong written reporting, digital literacy, information management and professional judgement.

For supervisory or specialist roles, demonstrated technical leadership and management of delivery risks.

Requirements

Other Required Statements

No other required statements found.

Interactions

Type	Interaction	Comments
Internal		
	Senior Manager Programs & Member Services; colleagues across all three strategic priorities; CEO and Board through approved channels	
External		
	PDF member OPDs, regional partners, governments, donors, consultants and service providers as relevant to the role	

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Achiever	Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.

Interpersonal Styles

Perceptive	Shows keen insight and understanding of issues or situations.
Realistic	Shows concern for facts and reality, rejecting the impractical.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Flexible / Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions
Holistic thinker	Considers issues/situations as a whole rather than analysing or dissecting the parts.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

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Contact for Enquiries

Contact Name: Elizabeth Cama

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Further Contact Information: --

Closing Date: 01 Nov 2026