



Citizen Advocacy Launceston Region Inc.

CALRI is an Equal Opportunity Employer

July 2020

Job Title: Program Officer

Job Summary: Assist in the development and growth of the Citizen Advocacy Launceston Region Inc program.

Location: Launceston

Reports to: Program Manager

Accountable to: Program Manager and Board of Management

Term of Position: 12 month contract. Part-time- 4 days per week.

Award: Social, Community, Home Care & Disability Services Industry Award, Level 4. Salary packaging available.

Citizen Advocacy Launceston Region Inc is a not for profit, independent, small community-based organisation that was first established in 1989.

We focus on assisting people with intellectual disabilities who may be neglected, vulnerable, lonely and in need of someone to speak up and represent their interests.

JOB DESCRIPTION:

The role entails establishing and supporting voluntary advocacy relationships between members of the community and people with disabilities who are vulnerable and have unmet needs.

The Program Officer's duties do not include individual or group advocacy on behalf of people with disabilities.

DUTIES:

Citizen Advocacy 7 Key office Activities:

- To provide support and assistance to the Program Manager and other staff in carrying out 7 key Citizen Advocacy activities, which include:
 - Identifying and engaging people with disabilities within the target group and service area who are isolated and/or vulnerable and who could benefit from the program.

- Identifying and recruiting suitable advocates and responding to enquiries and expressions of interest.
- Delivering orientation sessions and conducting reference checks on potential Advocates.
- Ability to identify appropriate matches between a Citizen Advocate and person with a disability, arrange and attend match meetings.
- Providing ongoing support to the relationships, maintaining regular contact and keeping up to date with relevant information.
- Actively promote, deliver presentations and network within the community to inform the community, people with disabilities and potential volunteer citizen advocates of the Citizen Advocacy Launceston Region's program.
- Recruiting volunteer advocate associates, who are professionals who have specific skills to support the program.

Other key duties:

- To identify and develop community and personal networks within the (63) region in order to carry out these key activities effectively.
- Ensure that the 7 key office activities are delivered in a balanced and systemic manner in accordance with the principles of Citizen Advocacy.
- Work collaboratively with the Program Manager to:
 - Ensure the ongoing success of the program and contribute to a harmonious office environment.
 - Ensure that our recruitment strategy reflects diversity (age, gender, living environment, CALD etc) and community needs.
 - Participate in Quality Assurance and Continuous Improvement activities.
- To perform the above duties in accordance with the principles of confidentiality.
- To adhere to the policies and procedures adopted by the Board of Management in accordance with the Citizen Advocacy Guidelines.

ADMINISTRATIVE:

- Collate and maintain relevant data for statistical and reporting purposes.
- Maintain up to date forms, information booklets and manuals to support the key activities.
- Prepare for and participate in internal or external reviews that may be required for accountability to the funding body.
- Assist the Program Manager with monthly reports.
- Collect information and resources that are useful to the program.
- Assist in the identification, development and distribution of promotional, orientation materials and training opportunities relevant to Citizen Advocacy.
- Participate in the production of newsletters.

OTHER:

- To have or be willing to develop an in-depth understanding of the 7 key office activities, principles of SRV and the philosophy of Citizen Advocacy.
- To always be a role model of positive interaction and interpretation of people with disabilities and ensure that this is reflected in every aspect of the operation of the office.
- Participate in ongoing training and development to deepen the understanding of the life experiences of people with disabilities and Citizen Advocacy.
- Participate in staff appraisals on a regular basis.
- Attend meetings as required.
- Undertake other duties as are reasonably required from time to time designated by the Program Manager and/or Board of Management.
- Travel inter/intrastate and work after hours may be required at times.

LEVEL OF RESPONSIBILITY:

- The position is directly responsible to the Program Manager and requires a high level of competence, initiative, integrity, discretion and empathy in the performance of this role. The ability to work effectively and cohesively work in a small team environment is imperative.

APPLICATIONS:

Selection for interviews will be based upon how well applications address each of the selection criteria. ***It is expected that applications will include:-***

1. A cover letter and current resume
2. Detailed responses to each of the Selection Criteria, and
3. The contact details of 2 referees who can comment on your skills and experience as per the Selection Criteria.

Do not include any original documents with your application, as their return cannot be guaranteed.

SELECTION CRITERIA:

1. Essential:

- A tertiary qualification in either human services, community development, advocacy studies, disability, social work or similar; or an equivalent combination of relevant experience and/or education/training.
- Unrestricted drivers licence and car with comprehensive insurance.
- A current National Police Certificate and Working with Vulnerable People registration.
- Not strongly identified with any human service organisation or professional establishment that may pose as a potential conflict of interest in your role.

2. Desirable but not essential:

- Previous experience with volunteer recruitment.

3. Personal Characteristics:

- A high level of empathy, integrity and understanding of the needs and vulnerabilities of people with disabilities.
- Friendly and approachable with the ability to utilise their own networks and develop new networks within the community in order to:
 - Seek out and recruit suitable volunteers from the community.
 - Seek out and recruit people with disabilities according to the criteria of the Citizen Advocacy program.

- Ability to exercise initiative, work autonomously and cooperatively within the framework of a small community organisation.
- Demonstrated ability to analyse and respond to the needs of isolated and vulnerable people with intellectual disabilities.

2. Communication and IT Skills:

- Evidence of highly developed oral/interpersonal and written communication skills including:
 - The ability to communicate with a diverse range of people.
 - Experience in building strong personal and community networks.
 - The ability to write reports and correspondence.
- Demonstrated competency in the use of Microsoft Office products including PowerPoint, Publisher, Word, Outlook and Excel.

3. Knowledge:

- Knowledge of the issues relevant to people with intellectual disabilities.
- Understanding of current societal and service issues and how they impact on the lives of people with disabilities, particularly in the Launceston region.
- Broad knowledge of social advocacy for people with disabilities, Citizen Advocacy and Social Role Valorisation, **or** a demonstrated capacity and willingness to acquire the necessary knowledge and skills.

4. Training and support skills:

- Ability to develop and deliver orientation, training and information to both groups and individuals.
- Ability to provide ongoing support to Citizen Advocacy relationships.

WORKING ENVIRONMENT:

Conditions

All staff are employed under the conditions set out in the Social, Community, Home Care and Disability Services Industry award. The employee becomes part of a small team.

Code of Conduct

Citizen Advocacy Launceston Region Inc has a written code of conduct and professional behavior and requires all employees to act appropriately in the course of their duties and to maintain the confidence of the community in the activities of Citizen Advocacy.

Occupational Health and Safety

Citizen Advocacy is committed to high standards of performance in respect to occupational health and safety. All employees are expected to participate in maintaining safe working conditions and practices and to promote and uphold the principles of fair and equitable access to employment and promotion, personal development and training and the elimination of workplace harassment and discrimination.