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| Position | Seniors Rights Victoria Advocacy Team Leader |
| Tenure | Permanent  |
| Status | Part Time  |
| Hours of Work | 0.9 EFT, Monday to Friday (*34.2 hours per week*) |
| Award Classification | As per Social, Community, Home Care and Disability Services Award, Community Development Worker Level 6 |
| Date Prepared | 22nd December, 2020 |
| Commencement Date | ASAP |
| Probation Period: | Three (3) Months |
| Reports To | Manager & Principal Lawyer – Seniors Rights Victoria |

**ORGANISATIONAL OVERVIEW:**

Council on the Ageing (COTA Victoria) is the leading not-for-profit organisation representing the interests and rights of people aged over 50 in Victoria. For 70 years we have led government, corporate and community thinking about the positive aspects of ageing.

COTA Victoria's strategic and operational focus is on promoting older age as a time of opportunities for personal growth, contribution and self-expression. We believe there are obvious National, State, community, family and individual benefits from this approach.

COTA Victoria has an experienced Board; highly qualified, permanent staff located in a central Melbourne office; and a broad State membership and volunteer base.

***Vision:*** *Ageing in Australia is a time of possibility, opportunity and influence*

***Purpose:*** *COTA advances the rights, interests and futures of Australians as we age*

***Values:*** *Respect, Diversity, Collaboration and Integrity*

***Strategic Priorities:*** *For older Victorians,**COTA promote opportunities and protect rights. Our Strategic focus is on Policy, Health, Rights and Organisation activities.*

**Policy**

Maintain our leadership in policy development and advocacy on behalf of older people in Victoria and Australia in general.

**Health and Wellbeing**

Continue to successfully manage and increase a portfolio of physical, mental and financial health projects and services designed to benefit and improve the quality of life of older Victorians

**Rights**

Maintain the position of *Seniors Rights Victoria* (a COTA program) as Victoria's leading provider of information, legal aid and support, advice and education to help prevent elder abuse and protect the rights of older people.

**Organisation**

Build COTA organisational efficiency and sustainability in Victoria through improvements to marketing, knowledge management, income generation and volunteer management.

Background

Seniors Rights Victoria (SRV) is both a Community Legal Centre and a program of COTA which provides information, support, advice and education to help prevent elder abuse and safeguard the rights, dignity and independence of older people. Elder abuse is any act which causes harm to an older person, carried out by someone they know and trust. Elder abuse is recognised as a form of family violence. Seniors Rights Victoria operates under principles of the empowerment of older people and recognition of their rights.

SRV's services include a Helpline, specialist legal services, short term support and advocacy, and community education, in addition to broader policy, systemic advocacy, law reform and capacity building roles both in Victoria and nationally. These services provide information, support, advice and education to help prevent elder abuse and safeguard the rights, dignity and independence of older people

Position Context

This position is responsible for all matters relating to the advocacy practice of the centre, including managing the oversight and work assignments of the advocacy staff. A high level of co-operation with the Manager & Principal Lawyer is required, particularly in addressing systemic issues affecting the client group.

**Roles and Responsibilities**

The key responsibilities of the position are outlined below:

1. Leadership
* Provide leadership to the advocacy team across all aspects of the service.
* Provide advice and leadership to the organisation regarding advocacy and related issues affecting the client group.
* Play a key role in advancing systemic advocacy, strategic policy development and service planning, and promoting the success of the model.
* Undertake strategic stakeholder and network engagement; identifying and initiating opportunities for protocol development and capacity building across relevant sectors in line with the service model and strategic aims and objectives.
* Contribute to SRV’s leadership role in the Elder Abuse sector by participating in advisory committees and similar and responding to written requests for feedback
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1. Staff Management
* Supervise the activities of the advocates and their work assignments.
* Ensure development of the advocacy staff position descriptions and work plans.
* Conduct the advocates’ staff development and performance reviews
* Advise on the professional development needs of the advocates and the service more broadly and assist with balancing strategic priorities of the service with available resourcing.
1. Service development & delivery
* Collaborate with the Manager & Principal Lawyer on all issues requiring advocacy input.
* Responsibility and oversight for the provision of high quality advocacy advice and casework to the clients within the organisational guidelines and in accordance with practice.
* Contribute to the development and delivery of the education programs and publications for relevant sectors and members of the community, with a view to raising awareness and addressing issues of elder abuse.
1. Organisational
* Inform guidelines, protocols and procedures required for all matters relating to the service as required.
* Attend and perform an active role in the casework meetings, and staff meetings.
* Work with the Manager & Principal Lawyer to establish appropriate work plans and performance objectives for the advocacy service.
* Meet agreed performance indicators.
* Provide input to funders reporting requirements
1. Communications
* Contribute to the development and implementation of the communication strategy, including the development of content for the website, e-Newsletter, and other targeted communications.
* Communicate effectively with other programs of COTA.
1. ***Quality Assurance and Accreditation***
* With the Manager & Principal Lawyer, maintain oversight of the quality assurance and policies and procedures for the client services in accordance with our National Assurance Standards and to deliver an excellent service.

**Key Selection Criteria:**

**Professional**

1. Social Work or related qualifications and at least five years’ experience in casework/individual advocacy.
2. Significant experience in working with older people from a human rights perspective, including expertise in elder abuse and other matters commonly encountered by older people.
3. Ability to effectively lead, supervise, mentor, motivate and build a team
4. Good social work and reflective supervision skills with use of theoretical frameworks that inform the advocacy client work.
5. High-level analytical skills in the formulation of policy and strategic service development.
6. Attention to detail and an understanding of the principles of quality assurance and risk management.

**Personal**

1. Excellent interpersonal communication skills (written and oral) with demonstrated ability to work with staff, clients, external stakeholders and organisations.
2. Demonstrated ability to collaborate and work in a cohesive multi-disciplinary team
3. Demonstrated ability to work under pressure, manage timelines and work with conflicting deadlines and priorities.

**Specific conditions**

* Must be physically capable to carry out administrative duties, involving extended periods of computer use;
* This role requires occasional out-of-hours work and travel intra and interstate;
* Must have current Victorian driver’s license and be accepted for full insurance coverage
* Employment is subject to an ongoing satisfactory police check.

**OTHER RELEVANT INFORMATION:**

**Location**: Level 2, Suite 2.5, 424 St Kilda Road, Melbourne Vic 3004

**Other:** Council on the Ageing has an Enterprise Bargaining Agreement (EBA) that covers all COTA employees: 3 years from 11th July, 2016.

**Salary Sacrificing:** Available in accordance with Australian Taxation Office legislation and regulations, and in accordance with the Council on the Ageing’s Policy and Procedure

Self-Referral: It is COTA policy that no staff member or volunteer shall, under any circumstances, refer work to themselves, their families or other members of their firms.

**AUTHORISATION & ACCEPTANCE**

**Employer** Chief Executive Officer

**Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Incumbent**

**Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**