

## Position Description

### Advocate: Diversity and Inclusion

<b>Role Title:</b>	Advocate: Diversity and Inclusion
<b>Hours:</b>	0.8 (60.8 hrs per f/n)
<b>Reports to:</b>	Advocacy Manager
<b>Direct Reports:</b>	Nil
<b>Internal Liaison:</b>	Advocacy, CVS and Navigator teams. Marketing and Communications Coordinator. Community Information and Education Coordinator.
<b>Location:</b>	Melbourne-based, with travel required across Victoria, including to our regional offices. We are currently working from home until further notice.
<b>Salary:</b>	Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010, Social and community services employee, Level 6. DGR Charity status salary packaging available.

#### About Elder Rights Advocacy (ERA)

Our mission is to support older people's right to quality care. We are a statewide, Victorian non-profit organisation established in 1990 as Residential Care Rights Inc.

Our advocacy, information and community education covers all forms of care for older people, with a focus on Australian Government-funded home care and residential care. We are a member of the national Older Persons Advocacy Network (OPAN) delivering the National Aged Care Advocacy Program (NACAP), an Australian Government initiative. We also deliver the Community Visitors Scheme in regional Victoria and are currently trialling the Navigator program.

Our vision is a diverse, vibrant, multicultural community, where older people are respected, heard and well-informed, and can exercise their rights and responsibilities with confidence.

Our values drive our work: Respect; Integrity; Collaboration; Inclusiveness; Empowerment; Responsiveness.

We acknowledge the Traditional Owners of the lands on which we work. We honour the strength and resilience of Aboriginal and Torres Strait Islander peoples and pay our respects to all Elders past, present and emerging.

#### Position Purpose

ERA recognises that some older Australians might find it difficult to access aged care services that are sensitive to their cultural or social backgrounds, individual circumstances, and that are appropriately tailored to meet their specific care needs. The Aged Care Act (1997) identifies specific groups that service providers must consider when planning systems and practices, in order to be responsive to the needs and preferences of people within those groups.

Commonly referred to as special needs groups, these groups are:

- a) people from Aboriginal and Torres Strait Islander communities
- b) people from culturally and linguistically diverse backgrounds
- c) people who live in rural or remote areas
- d) people who are financially or socially disadvantaged
- e) veterans
- f) people who are homeless or at risk of becoming homeless
- g) care-leavers
- h) parents separated from their children by forced adoption or removal
- i) lesbian, gay, bisexual, transgender and intersex people

In addition, the National Aged Care Advocacy Program (NACAP) National Advocacy Framework (2018) identifies a further 4 groups of people that require specific planning, tailored support and care, to ensure equitable access and appropriate individualised supports. These are:

- j) People living with dementia.
- k) People with a mental health condition.
- l) People with a disability.
- m) People with a cognitive decline.

ERA acknowledges that the delivery of services to people who may fall within the Aged Care Act (1997) or NACAP definition of special needs group, is problematic. Based on past negative experiences with services and/or the broader community, some people may not want to identify with being a member of a 'special needs group' or may be concerned that to do so could result in discrimination. Furthermore, it is not always easy to identify which group individuals are part of, and ERA notes that people accessing aged care services are diverse and can fit within one or more special needs groups, therefore acknowledges the importance of intersectionality.

### **Key Responsibilities**

The new position of Advocate: Diversity and Inclusion has been created to ensure older people with diverse needs have access to quality aged care services, hence a positive relationship with ERA is essential and it is important that these older people know that ERA is there to support them. ERA has a pivotal role to play in providing information about rights to older people with diverse needs, advocating on behalf of older people with diverse needs and educating service providers about the rights of older people with diverse needs.

1. Develop and implement an ERA Diversity, Inclusion and Intersectionality plan to create stronger internal mechanisms to support the delivery of ERA services to all Victorians including those from special needs groups.
2. Share knowledge and provide advice to ERA on barriers, enablers and practice learnings relating to diversity planning and practice.
3. In collaboration with the Information & Education Coordinator, develop training for ERA staff on each of the special needs groups including increasing the awareness and promotion of trauma informed care.

4. Work in collaboration with the Ambassador Program Project Coordinator who is developing our new Ambassador program for older people who may identify as being in a special needs group, to provide a bridge between groups of diverse older people and ERA and to assist the flow of information to their communities.
5. Through our new Ambassador Project, strengthen and seek relevant strategic and community relationships, which will support ERA's access to marginalised groups and assist to provide relevant supports.
6. Undertake statewide telephone intake and duty for our information service and provide information, Advocacy and elder abuse support and referrals to older people from diverse groups and/or their representatives.
7. In collaboration with the Community Information & Education Coordinator and the Marketing & Communications Coordinator, assist with the development of ERA resources specific to the needs of older people from diverse backgrounds.
8. Strengthen the capacity of ERA to respond to the diversity of client needs, including defined special needs groups, by facilitating methods of engagement such as partnerships and alliances.
9. Assist with the coordination of diversity and inclusion events both internally and externally and build effective referral pathways with key external stakeholders to achieve program goals.
10. Assist in providing analysis, reporting and recommended actions on diversity and inclusion activities and trends.
11. Ensure all feedback, comments and suggestions provided by stakeholders continues to inform and develop program strategy and implementation.
12. Contribute as required to ERA's internal organisational requirements.
13. Contribute as required to ERA's externally-focused activities, including attendance at community events and networking and collaboration with the wider OPAN.

## **Key Selection Criteria**

### **Essential**

We are looking for a person with:

- A commitment to the mission, vision and values of Elder Rights Advocacy.
- Experience in providing individual support to older people and/or their representatives involved in difficult and complex circumstances, with an understanding of how aged care information and advocacy can assist.
- Well-grounded knowledge of the diverse aged care audience: who they are, the information they need, the barriers they face, and the ways they like to receive information.
- Strong project management skills, including setting priorities, planning and organising work.
- Highly developed communication and facilitation skills with the ability to deal and work effectively with a wide range of internal and external stakeholders.
- Innovative approaches to reaching key target audiences with information in formats that are effective in getting the message heard and used.

- Have excellent general IT skills.
- Have a Drivers Licence (a work car is available for all work related travel needs).
- Be prepared to undergo a Police Check.

#### **Desirable/Advantage**

- Personal / family lived experience of aged care issues.
- Other community and/or professional networks relevant to our work with older people.
- Current knowledge of government aged care policies and the aged care service system.
- Fluency in one or more community languages.

#### **Conflict of Interest**

Our work at Elder Rights Advocacy often involves us taking up an issue with an aged care service in partnership with a care recipient and/or their family, advocating strongly and challenging services to provide better care. The successful applicant will be expected to respect our approach to conflicts of interest, including not representing an aged care service provider in any capacity whilst an employee of Elder Rights Advocacy.

#### **Further Information**

Debra Nicholl, Advocacy Manager, 0418 372 243 or [debra.nicholl@era.asn.au](mailto:debra.nicholl@era.asn.au)

## Appendix A:

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### Mission Vision and Values

#### Our Mission

We support older people's right to quality care.

#### Our Vision

A diverse, vibrant, multicultural community, where older people are respected, heard and well-informed, and can exercise their rights and responsibilities with confidence.

#### Our Values

- |                       |                                                                                                                                                                         |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Respect</b>        | We listen, treat people with fairness and seek to understand others' perspectives, experiences and contributions.                                                       |
| <b>Integrity</b>      | We act in a professional and ethical manner at all times.                                                                                                               |
| <b>Collaboration</b>  | We support our people and the people we work with.                                                                                                                      |
| <b>Inclusiveness</b>  | We support diversity and ensure everyone feels valued, welcome and included.                                                                                            |
| <b>Empowerment</b>    | We provide the people who seek information and support from us with accurate information, which supports them to understand their rights, responsibilities and options. |
| <b>Responsiveness</b> | We are approachable and take pride in what we do.                                                                                                                       |

#### Code of Conduct

ERA's workforce is a team working towards the collective vision of a diverse, vibrant, multicultural community where older people are respected, heard and well-informed, and can exercise their rights and responsibilities with confidence. At the core of our services is an expectation that employees, volunteers, students and contractors will behave ethically and in accordance with our values and code of conduct at all times when they may be seen as a representative of Elder Rights Advocacy.

All members of the workforce must adhere to the values of Elder Rights Advocacy.