

Position Description

Information Advocacy Officer

POSITION	LOCATION	REPORTING RELATIONSHIP
Information Advocacy Officer (IAO)	East Perth	Reports to the Advocacy Manager
ORGANISATIONAL CONTEXT		
<p>The Health Consumers' Council of WA (HCC) is an independent community-based organisation, which has operated for 25 years, representing the consumer voice in health policy, planning, research and service delivery. The Council provides an advocacy service to health consumers experiencing difficulties in the health system as well as training and support for consumers who want to support reform processes as a consumer representative.</p>		
POSITION OVERVIEW		
<p>Consumers contact HCC to seek information or advice on how to best proceed with an issue relating to service providers in the Health System. The IAO role offers individuals valuable resources and guidance to manage their own healthcare related issues. The IAO provides information, system navigation, referral and non-complex advocacy to callers to the advocacy service.</p> <p>This position is the initial point of contact for all new advocacy enquires to HCC, providing a welcoming and professional service. The IAO assesses the calls to determine if they can manage the enquiry or whether referral for individual advocacy is required.</p>		
VISION, PURPOSE AND VALUES		
<p>Our Vision Equitable, person-centered, quality healthcare for all West Australians.</p> <p>Our Purpose To increase the capacity of all people to influence the future direction of health care and to make informed choices.</p> <p>Our Values</p> <ul style="list-style-type: none"> • Respect: valuing diversity and seeking everyone's contribution • Kindness: considering other people's world views, experiences and emotions • Equity: advocating for the whole community • Working together: collaborating to achieve positive outcomes • Integrity: aligning actions with our values and measuring outcomes to continuously improve • Empowerment: sharing knowledge and resources to support informed choice and positive change 		

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KEY RESPONSIBILITIES

HCC believes that the provision of quality information/advice/referral will assist many people to self-advocate. We encourage people to take available actions themselves before referring through to individual advocacy.

INTAKE/ASSESSMENT

- Answer advocacy enquiries during assigned rostered times
- Advise consumer of HCC's scope and limitations
- Greet the caller and ask the reason for their enquiry to the Service
- Try to identify the caller's issue and desired outcomes
- Identify what, if any, prior actions have been undertaken by consumer
- Assess Enquiries - Information case or referral for individual advocacy, is the case complex or non-complex

***Information cases** involve the provision of information, system navigation and referral, requiring a small amount of advocacy, research and follow-up call/email*

***Individual advocacy** involves the need for attendance at medical appointments, review/formulation of convoluted/complex correspondence, longer-term advocacy etc.*

Where a consumer's issue is requiring individual advocacy, the IAO will:

- Collect consumer's contact and personal details
- Assess whether the issue should be deemed a priority on the waitlist
- Advise of HCC's waitlist and estimated wait time
- Advise callers of options to progress their issue while on the waitlist
- Request they contact HCC if their need for advocacy changes
- Input an objective case summary with key issues/outcomes into new enquiry notes

Where a person's issue is within the scope of an information case, the IAO will:

- Collect consumer's contact and personal details
- Obtain the relevant information to the case from the caller by listening deeply and asking appropriate, clarifying questions
- Provide information as to the options and mechanisms available to help to resolve the caller's issue
- Obtain consumer informed consent prior to undertaking any advocacy actions
- Undertake non-complex advocacy on behalf of consumers
- Utilise appropriate referrals options. If a caller is not able to self-refer, the IAO will offer warm or supported referrals; this can include calling through to the agency while the person is still on the phone and checking the service has availability. It can also include completing referral forms on the person's behalf



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The RUAH Guide, 'Getting By and Getting Ahead' and HCC's Service Directory are both useful resources for locating appropriate referrals.

ADMINISTRATION AND REPORTING

- Ensure all phone calls, emails and web enquiries and any mandatory data is entered into CRM in a timely manner
- Keep relevant, factual and objective written records for all information cases
- Create and maintain strict records management routines
- Close cases/enquiries in a timely manner
- Seek consumer feedback of service experience at conclusion of service
- Assist with report writing relating to individual and systemic advocacy as required
- Read and comment on policy and circulating draft papers as requested
- Perform other duties as required/requested

TRAINING AND EDUCATION

- Attend professional training courses as deemed appropriate/necessary
- Read circulating newsletters and materials to keep informed of consumer movement and health issues

MEETINGS

- Attend scheduled Staff and Advocacy team meetings
- Attend meetings as requested by the Advocacy Manager
- Attend Staff meetings

INDIVIDUAL COMMITMENT

- Actively embrace and integrate HCC's purpose and values into the role, and model appropriate professional behaviours
- Conform to HCC's conditions of employment; code of conduct; policies and procedures; and relevant legislation and standards
- Demonstrate a commitment to ongoing personal and professional development

KEY OUTCOMES

The IAO will:

- Always respect and maintain every consumer's right to self-determination, respect and confidentiality in the dealings with the HCC and third parties
- Only take actions in relation to the consumer where you have the consent of the consumer to do so
- Never advocate against the wishes of a consumer even if requested to do so by a family member
- Never provide medical or legal advice or suggest treatment options to consumers
- Prepare case notes that include sufficient detail so that another advocate could take over the case without a handover. (Case notes should therefore include details of all pending actions)
- Update case notes at the time of dealing with the consumer or when this is not possible as soon as possible afterwards. (Cases should be closed as soon as there are no further advocacy actions to be taken)



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- Ensure all relevant documents are attached in the file and referred to in the case notes
- Once each calendar month, review all open cases to ensure that appropriate and timely actions have been taken and recorded in consumer files
- On the last day of an advocate's working week, provide the Advocacy Manager with a list of cases taken that week
- At the point of resolving a 'non-complex' case, the advocate will send out the survey link to consumers via email, text message or post if appropriate
- At the point of resolving a case, the advocate will organise the collection of any records/documents with the consumer

CULTURAL COMPETENCIES

- Ability to be guided by cultural advice from Cultural and Linguistically Diverse (CaLD) community members
- Demonstrate an understanding of Aboriginal primary health care and the social determinants of health.
- Have an understanding of Noongar culture, be willing to engage with Aboriginal families, culturally and linguistically diverse (CaLD) communities and work in partnership and collaboration

EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS

- Tertiary qualification in social or behavioural science (e.g. social work, psychology, sociology).
- Ability to operate from a trauma informed lens and have a proven ability to handle complex and difficult telephone conversations
- Excellent interpersonal, communication and de-escalation skills
- Knowledge of community support organisations
- Excellent time management and problem-solving skills
- Well-developed computer skills
- Ability to maintain confidentiality and exercise judgement and discretion

DESIRABLE

- Experience working with community groups not from the dominant culture, including the Indigenous community or people from non-English speaking backgrounds
- Understanding of the WA Health system and the Mental Health Act 2014

OTHER EMPLOYMENT REQUIREMENTS

- Must hold Australian citizenship, or be a permanent resident of Australia
- Must be proficient in the use of technology including email, the internet and Microsoft Office
- Must hold a current driver's licence
- National Police Clearance (obtained within the last six months)