

Position Description

Role Title:	Advocate (Aged Care)
Reports To:	Team Leader – Brisbane South
Employment Status:	Full-time/ Part-time
Location:	Gold Coast region
Award Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 - Level 5

Purpose of Role

The purpose of the Aged Care Advocate position is to provide information, education, support and representation to ADA Australia clients and to ensure that clients are sufficiently informed to empower them to make their own choices and have their rights and interests respected.

The Advocate reports to and works closely with the Team Leader – Brisbane South and the Manager, Advocacy Services and maintains a collaborative and productive working relationship with all other staff within ADA Australia.

The Advocate is responsible for ensuring that all information and services provided are consistent with the purpose, vision, and values of ADA Australia and comply with relevant legislation, quality standards, contemporary research and practice wisdom.

ADA Australia aspires to reflective practice in all aspects of work, continuous quality improvement and the highest possible standards of service provision.

Key Position Duties

Advocacy and Support

- Delivery of high-quality advocacy through information, education, support and representation.
- Networking activities and building partnerships with other organisations to promote ADA Australia's services.
- Provision of advocacy at an individual, group or systemic level to achieve satisfactory resolution of issues for clients or their representatives.
- Support clients to ensure they understand their rights, responsibilities and entitlements and provide support when they wish to voice their concerns, questions or complaints they may have about their services.

- Utilise ADA Australia's tools, procedures and presentation methods to present and promote ADA Australia's services.
- Maintain high standard of recording and consultation.
- Participate in and contribute to quality improvement programs and activities to work towards maintaining the Quality Management system and Accreditation Standards.
- Represent and promote ADA Australia at workshops, forums, public engagements, and networking meetings.
- Identify service needs / gaps from case work and provide feedback to Team Leader, - Brisbane South, Manager, Advocacy Services and Chief Executive Officer.
- Maintain up to date knowledge and understanding of the relevant legislations, policies and procedures.
- Develop and meet targets within annual work plan (performance and education).
- Identify services that older people and people with a disability can use where appropriate.
- Contact and liaise with existing disability/older people support groups in the region.
- Raise community awareness of identified issues.
- Develop strategic partnerships with Aboriginal, Torres Strait Islander, Australian South Sea Islander, Lesbian, Gay, Bisexual, Transgender and Intersex people, and people from Culturally and Linguistically Diverse backgrounds.

Teamwork and Communication

- Attend and actively participate in case discussions, team meetings and project work.
- Demonstrate the ability to work positively and communicate effectively within a team environment as well as autonomously to achieve service delivery excellence.
- Maintain and initiate regular and professional communication with work colleagues and management.
- Develop and maintain cooperative and harmonious relationships and work in collaboration with others to prevent and/or resolve difficulties.

Continuous Quality Improvement

- Ensure that all statutory requirements are being met or exceeded (eg. state legislation, federal legislation, funding agreements, other relevant legislation and regulations).
- Assist through AS/NZS ISO 9001:2015 quality certification processes.
- Promote and support reflective practice in all ADA Australia staff and demonstrate commitment to continuous quality improvement.
- Identify opportunities and options to promote and support high quality service provision and the best outcomes for clients, their families and staff.
- Support action research projects relating to the provision of high quality services for clients and their families.
- Participate and contribute in Workplace, Health and Safety activities to ensure a safe work environment for clients, staff, visitors and the community.
- Identify continuous improvements for all policies and procedures that support the inclusion and participation of clients.

Administration and Documentation

- High level knowledge / usage of Microsoft Office and database programs.
- Plan and manage time effectively to complete tasks and meet deadlines.
- Complete written communications with clients and external services as required.
- Collect and record data for systemic issues and project work.

Personal and Professional Development

- Continue to develop professionally and personally to meet the changing needs of the position and the organisation.
- Participate in the organisation's performance management process.
- Attend training as identified through the performance management process, or as identified by management.
- Maintain up to date knowledge of Workplace, Health and Safety, anti-discrimination and equal employment opportunity and other relevant legislation.
- Demonstrate knowledge of the organisation's policies and procedures and a commitment to keep updated on emerging changes.

Behaviours

- Demonstrate empathy and compassion towards ADA Australia's client group.
- Demonstrate commitment to ADA Australia and maintain a strong work ethic.
- Demonstrate integrity and trust towards the organisation and its client group.
- Operate autonomously whilst maintaining accountability and working within organisational frameworks.
- Demonstrate an openness to learn from others, take on constructive feedback and provide solutions.
- Demonstrate a high level of judgment when faced with complex situations.
- Demonstrate a willingness to undertake reflective practice for self-development.

Key Selection Criteria

- Experience in working with and or advocating, older people or disadvantaged/vulnerable groups and operating within a social justice framework.
- A tertiary qualification in human services / social work / behavioral science / community services or equivalent combination of relevant experience, education and/or training.
- Demonstrated ability to understand and apply legislation, policies and procedures, including the ability to identify issues and problem solve.
- Excellent written and verbal communication and presentation skills.
- High level computer skills –Microsoft Office or equivalent.
- Commitment to continuous quality improvement and to maintaining quality outputs.

Essential Requirements

- Current or willingness to obtain Covid 19, Influenza vaccination and any other vaccination requirements in line with current Public Health Directives and organisation policy. Proof of vaccination status will be required prior to commencement.
- Current drivers' licence.
- Current (less than three (3) years old) pre-employment National Criminal History Certificate (ongoing renewal every 3 years at employee's expense).
- Valid NDIS Worker Screening Clearance (paid workers) at employee's expense.
- Valid Working with Children – Blue Card (paid workers) at employee's expense.

Desirable Requirements

- Experience working within a not for profit organisation or similar.
- Knowledge and ability to access Federal and State Government policies relating to older people.
- Knowledge of and experience in working with Australian South Sea Islanders, Lesbian, Gay, Bisexual, Transgender and Intersex people, and people from Culturally and Linguistically Diverse backgrounds.

Ongoing Requirements

- Travel to remote and regional areas outside normal working hours may be required (including overnight trips as needed).