

Position Description

| | | | |
|----------------------------|----------------------|------------------------|-------------------------|
| POSITION TITLE | Advocate | AWARD/NON-AWARD | SCHADS Award |
| | | LEVEL | |
| POSITION REPORTS TO | Team Leader Advocate | DEPARTMENT | NACAP |
| DATE CREATED | 22 June 2022 | APPROVED BY | Philippa Campbell |
| DATE AMENDED | 10 February 2022 | POSITION | Chief Executive Officer |

POSITION PURPOSE:

This position contributes, with other team members, to the work of the National Aged Care Advocacy Program, (NACAP), assists in providing information, elder abuse support, advocacy and appropriate referrals for older people and their representatives.

Working with the Community Information and Education Coordinator and the Marketing and Communications Coordinator, provides information and community education for older people and their representatives across Victoria, as well as staff in the aged care sector. Promotes the rights of older people receiving or seeking to receive aged care services.

VALUES:

We reflect the following values with all people we work with: Respect; Partnership; Empowerment; Integrity; Inclusiveness; Responsiveness; and Accountability. Our workforce is expected to adhere to these values in all that we say and do.

We acknowledge the traditional owners of the lands on which we work and recognise that it always has been, and always will be, Aboriginal Land and pay our respects to leaders and Elders past, present and future. We express our gratitude in the sharing of this land and our hope that we may walk forward together in harmony and in the spirit of healing and commit to building a brighter future together.

Position Description

| ACCOUNTABILITIES | PERFORMANCE INDICATORS |
|--|--|
| 1. PROVIDE ADVOCACY SERVICES Under direction, provide information, advocacy and support to older Victorians and their representatives. | <ul style="list-style-type: none"> • Provide Advocacy, information, elder abuse support and referrals to older people and their representatives. • Undertake intake duty services when rostered to meet demand. • Provide direct advocacy support through case meetings with relevant stakeholders to assist in the resolution of issues and/ or complaints to ensure the rights of the older person are upheld as they relate to aged care services. |
| ACCOUNTABILITIES | PERFORMANCE INDICATORS |
| 2. DATA RECORDING All data relating to advocacy, information and elder abuse is recorded. | <ul style="list-style-type: none"> • Ensure relevant data is inputted within 24 hours of meeting/presentation in ERA's Salesforce CRM system. • Ensure case notes are recorded in real time. • Ensure 2 written case studies are completed each month to illustrate the work completed for reports to funders and for other purposes. • Ensure case studies are captured in Salesforce in a way that complies with NACAP and OPAN requirements. • Ensure education and event activities are recorded within 24 hours of delivery. |
| ACCOUNTABILITIES | PERFORMANCE INDICATORS |
| 3. AGED CARE QUALITY AND SAFETY COMMISSION (ACQSC) Work constructively with the Aged Care Quality and Safety Commission, (ACQSC). | <ul style="list-style-type: none"> • Work collaboratively with ACQSC to ensure effective advocacy that supports complaint resolution for older people or their representatives. |

Position Description

| ACCOUNTABILITIES | PERFORMANCE INDICATORS |
|---|---|
| 4. EDUCATION Organise and deliver community and professional education. | <ul style="list-style-type: none"> • Develop education sessions in collaboration with the Community Information and Education Coordinator so that the activities support both departments. • Ensure education sessions are targeted to the right audiences including older Victorians, their representatives, aged care staff and the general community. • Providing information and educational sessions to residents of aged care homes, retirement villages, carers, health care professionals and other community organisations. • Participate in community events as required. |
| ACCOUNTABILITIES | PERFORMANCE INDICATORS |
| 5. PROMOTION OF SERVICES ERA's services are promoted. | <ul style="list-style-type: none"> • Actively promote ERA's services, including to aged care providers, appropriate networks and through events, resulting in increased awareness and reach. • Build and maintain positive relationships within the aged care sector through case work and the provision of education to staff. |
| KNOWLEDGE, EXPERIENCE AND SKILLS | |
| Well-grounded knowledge of the aged care system, including residential and home care services, essential. | Demonstrated ability to communicate effectively with a diverse range of people and develop positive, empowering and collaborative relationships. |
| 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, essential. | Confident public speaking skills and the demonstrated capacity to deliver high-quality community education sessions to older people and/or their representatives and other audiences, essential. |

Position Description

| | | | |
|---|--|---|--|
| Demonstrated ability and track record in understanding aged care legislation, policies and procedures, including the ability to identify issues and problem solve, essential. | | Demonstrated ability to work autonomously and unsupervised. | |
| Demonstrated track record in being able to thrive in a fast-paced environment managing complex client calls and responding to urgent issues. | | Strong IT skills including Microsoft Office and CRMs, preferably Salesforce. | |
| Advocates are required to work across the state. Travel will be required, sometimes including overnight stays. | | Networks with Aboriginal and/or Torres Strait Islanders, Forgotten Australians or LGBTQI+ communities, desirable. | |
| Personal/family/lived experience of aged care issues desirable. | | Experience working in the aged care sector is desirable. | |
| Fluency in one or more community languages desirable. | | Sensitivity in working with a range of diverse cultures. | |
| Conflict of Interest: Our work 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. | | You must be fully vaccinated against COVID-19 or hold a valid medical exemption certificate. Evidence of vaccination status will be required prior to commencement of role. | |
| Current Victorian Drivers licence. | | Current Police check. | |
| WORKING RELATIONSHIPS | | POSITION DIMENSIONS | |
| INTERNAL | EXTERNAL | STAFF REPORTING | FINANCIALS |
| <ul style="list-style-type: none"> All staff | <ul style="list-style-type: none"> OPAN Aged Care Quality & Safety Commission, (ACQSC) Aged care providers Community organisations | <ul style="list-style-type: none"> NA | <ul style="list-style-type: none"> NA |

Position Description

| | | | |
|--|--|--|--|
| | <ul style="list-style-type: none">• Seniors Rights Victoria (SRV)• Other aged care stakeholders | | |
|--|--|--|--|