

Position	Classification	Location	Reporting relationship	Direct reports
Advocate	SCHADS Level 5	Mount Lawley with the opportunity to work from home as agreed	Reports to Advocacy Manager	No direct reports

## Organisational context

Health Consumers' Council WA (HCCWA) is an independent community-based organisation which has operated since 1994, promoting and supporting the consumer voice in health policy, planning, research, and service delivery.

HCCWA provides an individual advocacy service to health consumers experiencing difficulties in the health system. We also facilitate respectful partnerships and inclusive, meaningful engagement at all stages and all levels so that diverse lived experience voices drive positive change.

We exist to ensure that consumers' rights are upheld in the health system at every level of decision making.

## Position overview

The Advocate provides individual advocacy support to health consumers who contact our service for assistance in resolving issues they are experiencing within the WA health system. HCCWA's individual advocacy approach is guided by a consumer-led, pure-advocacy framework, and by working in a strengths-based, non-judgmental way, offering a safe, trauma-informed service to all people.

The role undertakes intake and triage for consumers seeking individual advocacy and is often the first point of contact for consumers accessing our service. A considerable amount of the role involves engaging with consumers by telephone and email, with some walk-in requests for support. Advocates will be expected to hold a caseload, maintaining accurate and up to date case notes, and inputting relevant data into HCCWA's information systems.

The Advocate is guided by the needs, rights, preferences, and goals of the consumer and uses their knowledge of the health system to advocate with or on behalf of consumers. This includes assessing a consumer's ability to self-advocate, identifying barriers, risks and available options, and developing an action plan with the consumer to progress agreed goals. Advocacy actions may include providing information about rights, responsibilities and complaint pathways, letter writing, contacting health service providers by phone or email, and on some occasions attending appointments and meetings to support consumers. The role also ensures consumers have the information, resources, and support they need to advocate for themselves or others and facilitates referrals to external agencies where issues fall outside HCCWA's scope.

Advocates are required to demonstrate a high degree of professionalism at all times and maintain positive working relationships with all stakeholders, including consumers, health service providers and external organisations, while representing HCCWA.

## Vision, purpose, and values

### Vision

Equitable, person-centred, quality health care, and improved health outcomes and experiences for everyone in WA

### Purpose

To amplify and champion the voices of WA health consumers to drive positive outcomes in health and healthcare.

### Values

- Equity and inclusivity
- Compassion
- Collaboration
- Courage
- Care
- Integrity

## Key responsibilities

### Individual Advocacy

- Respond to consumer enquiries for individual advocacy via telephone, email and walk-ins in a timely and professional manner, undertaking intake and triage, assessing needs, barriers, urgency, risk, preferred outcomes, and whether the matter is within HCCWA's scope.
- Manage an individual advocacy caseload, including developing an understanding of the consumer's advocacy needs and goals, planning, progressing, documenting and closing advocacy matters in collaboration with the consumer, and in line with organisational frameworks.
- Maintain a high professional standard of work in all dealings with consumers, co-workers, and external stakeholders, while upholding consumer confidentiality and working in accordance with HCCWA's values and advocacy approach.
- Provide researched, relevant and timely information, resources and short-term support to assist consumers to understand their rights, responsibilities, options and complaint pathways, and to advocate for themselves or others where appropriate.
- Liaise, negotiate and communicate with health service providers and other stakeholders to clarify issues, promote advocacy objectives, address barriers, and progress advocacy matters by phone, email and in person as required.
- Facilitate referrals and links to other community services where issues fall outside HCCWA's scope, or where additional support is required.
- Support consumers to understand available complaint mechanisms and, where appropriate, assist them to prepare for and engage with complaint processes in line with organisational scope.
- Review advocacy matters as appropriate, identify any further action or referral needs, and close matters where no further advocacy action can be taken.

### Administration and Reporting

- Enter all statistical information correctly into the client database system
- Maintain all records and documentation to a high and professional standard, ensuring case notes are brief, factual and objective
- Seek consumer feedback of service experience

## Meetings

- Attend staff, advocacy team and other internal meetings as required.
- Participate in professional supervision and consultation with colleagues to support safe, ethical and effective advocacy practice.
- Attend external meetings as requested by the Advocacy Manager

## Individual Commitment

- Actively embrace and integrate HCCWA's purpose, vision and values into the role, and models appropriate 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
- Display initiative and a confident ability to work autonomously as well as part of a small team, asking for help and guidance where appropriate

## Key outcomes

- Consumers are supported to identify, pursue and advocate for their rights, needs, interests and preferred outcomes in healthcare.
- Advocacy matters are progressed through effective planning, liaison, negotiation, follow-up and referral.
- Consumers are provided with relevant information, options and support to participate in decision-making and self-advocacy where appropriate.
- Advocacy progress, outcomes and feedback are documented to support effective reporting and used to inform service improvement.
- Accurate records are maintained in line with organisational requirements.

## Delegated authority guidance

- Attending external sector or stakeholder meetings, which must be explicitly requested or approved by the Advocacy Manager
- Providing specific case studies and assisting with broader report writing regarding systemic health system issues
- Reviewing and providing commentary on high-level organisational policies or draft papers as requested by leadership
- Seeking explicit operational help, guidance and clarification when complex caseload issues push up against organisational limits or boundaries

## Cultural competencies

- Commitment to equity, inclusion and social justice
- Understanding of (and willingness to continue to learn about) Aboriginal health, cultural safety and Noongar context
- Ability to work with diverse communities

## Health and safety & accountabilities

- Promote a safe and healthy working environment that complies with OSH requirements
- Take a shared responsibility to ensure the safety and well-being of self and others
- Comply with organisational policies, procedures and work health and safety requirements
- The ability to drive safely

## Experience, knowledge and qualifications

### Essential

1. Experience undertaking intake and triage, including identifying consumer needs, rights, barriers, urgency, risk, goals and appropriate referral pathways.
2. Substantial demonstrated experience in a similar advocacy, case-management, or community sector role (or equivalent combination of relevant experience and education) with an understanding of the value of advocacy and the mechanisms for change in the WA health system.
3. Highly developed communication and interpersonal skills to confidently advocate, negotiate, influence, mediate, and de-escalate with people at all levels while maintaining productive relationships with individuals and organisations.
4. An understanding of the social determinants of health, systemic barriers and complex trauma when working with people experiencing vulnerability and disadvantage, and the ability to work in a trauma-informed way.
5. Ability to work autonomously with strong organisational skills to manage competing priorities simultaneously while meeting deadlines.
6. Demonstrated ability to manage an individual advocacy caseload, including identifying consumer issues and priorities, progressing matters effectively, maintaining accurate records, and reviewing outcomes and follow-up actions.
7. Good working knowledge of the WA health system, community service organisations and referral pathways
8. Tertiary qualification in social or behavioural science (e.g., social work, psychology, sociology), or previous advocacy or lived experience in navigating the health system


### Desirable

1. Understanding of policy and legislation within the health and mental health systems.

### Other employment requirements

- Must have the right to work in Australia.
- National Police Clearance - HCCWA can organise this.
- Working With Children Check

**Executive Director Approval:**



Date: 08/06/2026

Creation Date: June 2026

Date to be reviewed: June 2028