

<b>Position Title</b>	Advocate
<b>Position Reports To</b>	Team Leader Advocacy
<b>Department</b>	NACAP
<b>Award</b>	SCHADS Award

## Position Summary

The Advocate plays a key role in delivering the objectives of the National Aged Care Advocacy Program (NACAP), working collaboratively with team members to provide person-centred advocacy, information, elder abuse support, and referrals for older people and their representatives. All work is undertaken in a culturally aware, inclusive, and respectful manner that upholds Elder Rights Australia's (ERA) commitment to equity and empowerment for all older Victorians.

As a valued member of the ERA team, the Advocate delivers advocacy, information, education and community engagement activities to older people, their families, carers, and aged care service providers across Victoria. The role is focused on empowering older people to understand and exercise their rights, ensuring their voices are heard and respected in all matters relating to aged care.

This role works collaboratively with colleagues across the ERA team to ensure a coordinated, person-centred response that upholds the rights and preferences of all older people, including those from Aboriginal communities, culturally and linguistically diverse backgrounds, LGBTIQ+ communities, and others with diverse lived experiences.

The role requires travel across relevant regions of Victoria to support service delivery and community engagement, which may involve overnight stays.

## Values

We are guided by the core values of **Respect, Empowerment, Integrity, Inclusiveness, and Excellence** in all our interactions. These values underpin our work and shape the way we engage with older people, their families, communities, and each other. All members of our workforce are expected to uphold and embody these values in every aspect of their work.

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 and present.

## Key Responsibilities

### 1. Provide Advocacy Services

- Provide advocacy, information, elder abuse support and referrals to older people and their chosen representatives, respecting their cultural backgrounds, identities, and individual preferences, in alignment with aged care rights and principles.

- Support and empower older people, including people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+ communities, people with disability, people experiencing mental ill-health and others with diverse lived experiences, to understand and exercise their rights within the aged care system.
- Strengthen the capacity of older people to advocate for themselves, where possible, by recognising and building on their strengths, experiences, and knowledge.
- Deliver direct advocacy support by actively participating in case meetings with relevant stakeholders to address and resolve issues or complaints, ensuring the dignity, rights and self-determined choices of the older person receiving aged care services are upheld.

### 2. Provide Intake Advocacy Services

- Undertake rostered intake duty to respond to client needs across Elder Rights Australia's (ERA) state-wide telephone intake service.
- Provide information and culturally appropriate referrals for older people and their representatives, ensuring clear accessible communication.
- Promote and uphold the rights of older people who are receiving or seeking to receive aged care services.
- Ensure all incoming calls are answered promptly, professionally, delivering a flexible, relevant, and responsive service experience.
- Ensure that all information and services provided align with ERA's purpose, vision and values and comply with relevant legislation, quality standards, and best practice principles.
- Respond to enquiries with cultural sensitivity and respect for diverse backgrounds, identities, and lived experiences.
- Identify and report emerging themes and issues to contribute to ERA's systemic advocacy work.
- Assist with administrative tasks related to intake services.

### 3. Education and Community Engagement

- Facilitate information and education sessions for a wide range of stakeholders, including residents of aged care homes and retirement villages, carers, health care professionals, individuals receiving aged care services at home or in the community, and relevant community and government organisations. Ensure delivery is culturally appropriate, respectful, and considers the diverse needs of participants.
- Participate where required in community events to promote awareness of advocacy services in a way that promotes local customs, protocols and relationships.
- Support the scheduling and coordination of education sessions, including engagement with aged care providers through culturally respectful outreach (cold calling) and follow-up, as required.

- Work collaboratively with external stakeholders to ensure the provision of effective, culturally responsive, and high-quality information and education services that meet the needs of diverse community groups.
- Undertake targeted outreach activities to build trust, strengthen relationships, and increase awareness and engagement with ERA's services, leading to greater demand for information and education sessions.
- Arrange and coordinate education sessions with aged care providers, including proactively contacting organisations to promote ERA's education services, where required.
- Deliver information and education sessions in collaboration with external stakeholders, ensuring presentations are engaging, inclusive, and accessible to diverse audiences.
- Manage education enquiries and bookings allocated, including coordinating session dates, confirming arrangements and maintaining provider relationships.
- Proactively identify opportunities to deliver information and education sessions through existing advocacy, stakeholder and community relationships.
- Where appropriate, seek opportunities to schedule future education sessions and maintain ongoing engagement with providers and community stakeholders.

#### **4. Community Engagement and Relationship Management**

- Promote ERA's role as the Victorian member of the Older Persons Advocacy Network (OPAN).
- Build and nurture strong, genuine, and respectful relationships with aged care providers and stakeholders to support meaningful engagement and collaborative service delivery.
- Represent ERA at community events, forums, and network meetings, including those involving aged care providers, ensuring a culturally appropriate and informed approach that promotes understanding of advocacy services and rights within aged care, in consultation with the Team Leader Advocacy.
- Strengthen internal collaboration across ERA programs to support cohesive service delivery.

#### **5. Collaboration and Stakeholder Engagement**

- Work collaboratively with the Aged Care Quality and Safety Commission (ACQSC) to ensure effective advocacy that supports complaint resolution for older people and their representatives.
- Build and maintain respectful, professional relationships with aged care providers, community organisations, and government agencies to promote understanding and uphold the rights of older people.
- Share information and insights gained through advocacy work to support continuous improvement, systemic awareness, and positive change in the aged care sector.

### 6. Data Recording

- Accurately enter relevant data from meetings, education sessions and community engagement activities in ERA's CRM system within one (1) business day or as soon as practicable.
- Maintain up-to-date and accurate case notes in real time to ensure continuity of service and respectful, person-centred support.
- Complete all other data and reporting requirements in alignment with contractual obligations and ERA's commitment to best practice, as directed by the Team Leader Advocacy or Operations Manager.

### 7. Other

- Participate in regular team and organisational meetings as required including in person meetings.
- Undertake any other tasks or responsibilities, as reasonably required, that align with the purpose, scope and cultural values of the role.
- Contribute positively to the achievement of key performance measures as outlined in the OPAN funding agreement and ERA's commitment to delivering respectful, inclusive, and high-quality services to older people and communities.

### Key Stakeholder Relationships

- Internal – All ERA team members.
- External – OPAN, Aged Care Quality and Safety Commission (ACQSC), Department of Health, Disability and Ageing, aged care providers, community organisations including community legal centres, other aged care stakeholders including government, CALD communities, Victoria Police, Victoria Ambulance.

### Experience and Knowledge

- Strong understanding of the diverse communities within the aged care population, including knowledge of their information needs, barriers to access and preferred ways of receiving information.
- Demonstrated ability to use inclusive and accessible approaches to deliver information in ways that are meaningful and effective for a variety of audiences.
- Current knowledge of government aged care policies, reforms and the aged care service system is highly regarded.
- Experience in providing individual support and advocacy to older people and/or their representatives particularly those navigating complex or challenging circumstances, with an understanding of how aged care advocacy upholds right and dignity is highly regarded.
- Well-established relationships and networks with Aboriginal communities, Forgotten Australians, LGBTI people, people from culturally and linguistically diverse backgrounds, and other groups highly regarded.

- Networks within professional or community sectors relevant to ERA's work supporting older people, desirable.
- Demonstrated experience handling confidential and sensitive information with integrity, professionalism, and respect for privacy and cultural protocols.
- Knowledge of culturally safe and inclusive practices, including working respectfully with Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, and people with disability.
- Understanding of trauma-aware and psychologically safe practices, and the ability to apply these principles when engaging with older people.
- Commitment to continuous learning and improvement, and to ERA's values of Respect, Empowerment, Integrity, Inclusiveness, and Excellence.
- Demonstrated ability to use inclusive and accessible approaches to deliver information in ways that are meaningful and effective for a variety of audiences.

### Skills

- Strong communication and interpersonal skills, with the ability to build trust, show empathy, and engage respectfully with people from diverse backgrounds.
- Highly developed organisational and time management skills, with the capacity to balance multiple priorities, meet deadlines, and maintain accuracy.
- Demonstrated proficiency in digital literacy, including the use of Microsoft Office Suite (Word, Excel, Outlook, Teams) and CRM data systems such as Salesforce or similar platforms.
- Confident public speaking, presentation, and facilitation skills, with the ability to deliver high-quality, inclusive, and accessible information and education sessions to older people, their representatives, and a range of community audiences.
- Demonstrated problem-solving and decision-making skills, with the ability to assess issues calmly, use sound judgment, and take appropriate, respectful action.
- Highly developed cultural awareness and sensitivity, including the ability to apply culturally safe and inclusive practices when working with Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, and people with disability.
- Strong understanding of confidentiality and professional boundaries, ensuring all interactions are ethical, safe, and respectful.
- Demonstrated ability to work both independently and collaboratively, contributing positively to a supportive and team-focused workplace culture.
- Commitment to continuous improvement and reflective practice, aligned with ERA's values of Respect, Empowerment, Integrity, Inclusiveness, and Excellence.

## Advocate Position Description

- Ability to identify issues, think creatively, and contribute to practical, strengths-based solutions.
- Adaptability and resilience, supporting ERA's remote and flexible work environment with a solution-focused approach.
- Ability to build and maintain positive, respectful relationships with colleagues, managers, and external stakeholders, organisations and communities.

### Conflict of Interest

Our work often involves advocating on behalf of older people and/or their representatives in matters involving aged care services. We are committed to ensuring high standards of care and work constructively with service providers to support positive outcomes. To maintain trust, transparency, and independence in our advocacy, all team members are required to uphold a strong commitment to managing potential or perceived conflicts of interest. This includes not representing or acting on behalf of any aged care service provider in any capacity during their employment with ERA.

### Requirements

- A minimum of two (2) years' experience in similar role.
- At least three (3) – five (5) years' experience working in the not-for-profit, health, aged care, or human services sectors, essential.
- Current National Police Check and Vulnerable Persons Check.

### Version Control

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