

## POSITION DESCRIPTION

<b>Title</b>	Advocate
<b>Location</b>	Mobile and Home Office Based
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Classification</b>	Social and Community Services Employee Level 5 <i>Total annual package of \$91,858 pro rata, including super and leave loading</i>
<b>Effective From</b>	January, 2021
<b>Authorised By</b>	Chief Executive Officer

### 1. POSITION SUMMARY

Using the Advocacy Tasmania Inc. (AdvoTas) Your Say model, the Advocate acts at the client's direction and supports clients to make, and act on, their own informed choices ensuring that their rights and interests are respected. They do this by providing information, options, referral to services and direct advocacy support to people with disability, older persons, people living with mental illness and people who use alcohol or other drugs. The Advocate will confidently promote AdvoTas services and deliver rights awareness sessions to potential clients and the broader Tasmanian community. Through a range of targeted initiatives the Advocate will build strong relationships with service providers and others to ensure that potential clients can be successfully reached and that our clients' rights are better understood and respected. The Advocate is results focused, flexible and resilient and must successfully adapt to the changing needs of client groups, the community sector, societal expectations and the AdvoTas continuous improvement framework.

### 2. SUPERVISION

The Advocate reports to the Advocacy Manager and works closely with the CEO, Deputy CEO and North and North West Managers on project, policy and systemic matters.

### 3. PRIMARY TASKS

- Using a consumer-centred, outcomes-focused approach, deliver high quality, client directed advocacy which focuses on early resolution of client issue and the provision of self-empowerment and client growth opportunities. This may involve directly

advocating on the clients' behalf, supporting clients to advocate for themselves, linking clients with other relevant services that can assist in the advocacy process, supporting clients to participate in formal dispute resolution settings (e.g. Guardianship and Administration Board, Mental Health Tribunal, NDIS Appeals at the Administrative Appeals Tribunal) in addition to a range of other activities to successfully resolve the client's issue.

- Support clients to understand, access and interact with the current Royal Commissions, inquiries and other consumer engagement opportunities, including assistance with submissions and the provision of other individual support that will effectively support the client to have their say.
- Promote AdvoTas in a confident, professional and considered manner through a range of targeted initiatives building strong relationships with service providers, potential clients and the broader Tasmanian community.
- Take a lead role in attending regular visits to service providers and in identifying new opportunities.
- Develop and maintain knowledge of AdvoTas promotion standards and resources and deliver professional and engaging sessions to potential clients, service providers, targeted groups, and the broader Tasmanian community, including rights-based awareness sessions.
- Establish opportunities through networking and community connections to identify gaps where AdvoTas can most effectively reach vulnerable clients.
- Effectively engage and create outreach opportunities such as video conferencing, phone, online and through other outreach methods.
- Actively participate in education opportunities identified in conjunction with the management team, and seek out knowledge associated with client issues in order to be able to provide comprehensive information and options to clients.
- Represent AdvoTas at networking meetings, forums, public engagements, expos and other events.
- Provide Tasmanian Elder Abuse Helpline and Intake relief as rostered and/or required.
- Support, identify, develop, and lead effective systemic advocacy which seeks to create change on behalf of AdvoTas' clients collectively, both in writing and verbally, including on service gaps and recurrent issues.
- Support, draft and manage the review, development and implementation of internal and external policy, procedure, position statements, and other documentation, as required.
- Support, manage and take effective action to progress key operational projects, initiatives or other priorities.
- Maintain a high standard of recording, data collection and administrative tasks.
- Maintain up to date knowledge and understanding of legislative frameworks and sector knowledge that relates to each AdvoTas program, including Work Health & Safety frameworks.

- Meet targets outlined in annual performance plan and comply with AdvoTas policy and procedural requirements.
- Any other duties that AdvoTas may assign, having regard to the classification level, skills, training and experience.

#### **4. LEVEL OF RESPONSIBILITY**

The Advocate works under the general direction of the Chief Executive Officer but works independently day-to-day while maintaining accountability and ensuring that they operate within AdvoTas frameworks.

#### **5. POSITION RELATIONSHIPS**

The Advocate must relate in an effective way with:

- Clients across all program areas
- AdvoTas employees, Board of Governance members, external organisations and service providers, and
- Other stakeholders.

#### **6. SELECTION CRITERIA**

6.1 A degree qualification in a relevant field or an equivalent combination of relevant experience, education and/or training.

6.2 Highly developed, engaging and confident communication and interpersonal skills, particularly with people requiring alternate ways to communicate effectively. Demonstrated ability to empathise, listen and to quickly establish effective working relationships with clients.

6.3 Highly developed written communication skills, including competency in:

- persuasive communication
- communication of complex ideas and information in plain and accessible English
- accurate and precise record keeping and documentation; and
- the creation of reports, position papers, policies and procedures, and other documentation.

6.4 An ability to be self-reflective and accept feedback to continually improve practice.

6.5 A strong commitment to human rights and social justice, and respect for diversity.

6.6 Excellent organisational skills with the ability to successfully manage workload and competing demands.

6.7 Demonstrated information technology skills.

- 6.8 Experience in successfully delivering presentations to groups.
- 6.9 Understanding of, and compliance with, Work Health & Safety legislation.
- 6.10 Demonstrated ability to work effectively both autonomously and in a team.
- 6.11 Demonstrated awareness of accreditation standards and compliance requirements.
- 6.12 Access to a suitable and insured motor vehicle at all times that can be used for work purposes, with suitability assessed against WHS standards.
- 6.13 Access to an appropriate Work from Home Office that meets WHS standards, has good internet connectivity and can protect personal and sensitive information from being seen or overheard by others.
- 6.14 Unrestricted access to locations where vulnerable people reside, such as residential aged care facilities, hospitals and disability accommodation, including under public health vaccination declarations, requirements or exemptions.

## **7. Qualifications and Certificates**

- 7.1 National police check that is satisfactory to the Employer and demonstrates that you are a fit and proper person to perform the Duties.
- 7.2 Hold a current non-restricted drivers license.
- 7.3 Hold current Registration to Work with Vulnerable People with the Department of Justice Tasmania.