

Your Say

Advocacy Tasmania

Position Description

Title	Advocate
Location	Mobile and Home Office Based
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Social and Community Services Employee Level 5
Effective From	May, 2021
Authorised By	Chief Executive Officer

1. POSITION SUMMARY

Using the Your Say model of Advocacy Tasmania Inc. ('Your Say'), 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 Your Say 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 Your Say continuous improvement framework.

Particular focus areas may be established from the Primary Tasks below and varied for the Advocate, including fractional focus areas. Example focus areas include:

- Initial contact advocacy
- Systemic advocacy
- Policy work
- Engagement work
- A particular program area
- A priority demographic group; or
- A particular project.

2. SUPERVISION

The Advocate is a direct report of the Deputy CEO, a Senior Manager or Manager, as directed.

The Advocate further reports to the Deputy CEO on Individual Advocacy matters, a designated Senior Manager on Engagement matters, and as instructed on other 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 Your Say 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 Your Say 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 Your Say 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 Your Say at networking meetings, forums, public engagements, expos and other events.
- Support, identify, develop, and lead effective systemic advocacy which seeks to create change on behalf of Your Say' 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 Your Say program, including Work Health & Safety frameworks.
- Meet targets outlined in annual performance plan and comply with Your Say policy and procedural requirements.
- Any other duties and focus areas that Your Say may assign, having regard to the classification level, skills, training and experience.

4. LEVEL OF RESPONSIBILITY

The Advocate works under the general direction of their line manager and works independently day-to-day while maintaining accountability and ensuring that they operate within Your Say frameworks.

5. POSITION RELATIONSHIPS

The Advocate must relate in an effective way with:

- Clients across all program areas
- Your Say 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.