

Position Description

Role Title:	Intake Advocate
Employment Status:	Full Time
Reports To:	Manager, Advocacy Services
Location:	Brisbane (Geebung)
Award Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 - Level 5, with wage rates in accordance with the Federal Government's <i>Fair Work (Transitional Provisions and Consequential Amendments) Amendment Regulation 2012 (No. 2)</i>

Purpose of Role

Intake is the first stage of contact clients have with ADA Australia through our state-wide telephone number. The purpose of the Intake Advocate position is to provide information and support to ADA Australia clients and to ensure that clients are sufficiently informed to empower them to make their own choices and have their rights and interests respected.

The Intake Advocate will determine if the issue is in scope for our services and provide accurate referrals when outside our scope of practice. Where appropriate they will provide information to assist with third party and self-advocacy or allocate on for further advocacy support.

Key duties include:

- Intake duties and provision of appropriate referrals and information.
- A strong and cohesive team.
- Empathy and compassion towards ADA Australia's client group.
- Flexible, relevant and responsive service provision.
- Cost effective service provision with the best investment of available resources.

The Intake Advocate reports to and works closely with the Manager, Advocacy Services, and maintains a collaborative and productive working relationship with all other staff within ADA Australia.

The Intake Advocate is to actively support the Manager, Advocacy Services ensuring that the strategic objectives of ADA Australia are met at all times. The Intake Advocate is responsible for ensuring that all information and services provided are consistent with the purpose, vision and values of ADA Australia and comply with relevant legislation, quality standards, contemporary research and practice wisdom. ADA Australia aspires to conduct reflective practice in all aspects of work, continuous quality improvement and the highest possible standards of service provision.

Key Position Duties

Information and Support

- Ensure when performing intake duties that appropriate and accurate client information is recorded in the ADA Australia database.
- Action new referrals in accordance with ADA Australia's intake processes.
- Advise clients of ADA Australia's services, processes, requirements and maintain a high level of confidentiality with client's and their details.
- Only use approved intake tools, procedures and resources to support clients.
- Provide a prompt and courteous service to all clients, families, and/or carers, service providers and the community.
- Maintain high level case notes and recording.
- Act in a professional manner at all times.
- Provide input into intake procedures and a focus on continuous quality improvement ensuring quality client services are provided at all times.

Technical Skills

- Identify service needs/gaps.
- Maintain up to date knowledge and understanding of relevant legislation and service information within the sector.
- Develop and meet targets within annual work plan in consultation with Manager, Advocacy Services.

Teamwork and Communication

- Attend and actively participate in team meetings.
- Demonstrate the ability to work positively and communicate effectively within a team environment as well as autonomously to achieve service delivery excellence.
- Maintain and initiate regular and professional communication with work colleagues and management.
- Develop and maintain cooperative and harmonious relationships and work in collaboration with others to prevent and/or resolve difficulties.

Continuous Quality Improvement

- Ensure that all statutory requirements are being met or exceeded (eg. state legislation, federal legislation, funding agreements, other relevant legislation and regulations).
- Assist through AS/NZS ISO 9001:2015 quality certification processes.
- Promote and support reflective practice in all ADA Australia staff, and demonstrate commitment to continuous quality improvement.
- Identify opportunities and options to promote and support high quality service provision and the best outcomes for clients, their families and staff.
- Support action research projects relating to the provision of high quality services for clients and their families.
- Participate and contribute in Workplace, Health and Safety activities to ensure a safe work environment for clients, staff, visitors and the community.

- Identify continuous improvements for all policies and procedures that support the inclusion and participation of clients.

Administration and Documentation

- High level knowledge / usage of Microsoft Office and database programs.
- Ensure all documentation is accurate and completed in a professional and timely manner including intake records and case notes in database system.
- Plan and manage time effectively to complete tasks and meet deadlines.
- Complete written communications with clients and external services as required.
- Collect and record data for systemic issues and project work.

Personal and Professional Development

- Continue to develop professionally and personally to meet the changing needs of the position and the organisation.
- Participate in the organisation's performance management process.
- Attend training as identified through the performance management process, or as identified by management.
- Maintain up to date knowledge of Workplace, Health and Safety, anti-discrimination and equal employment opportunity and other relevant legislation.
- Demonstrate knowledge of the organisation's policies and procedures and a commitment to keep updated on emerging changes.

Behaviours

- Demonstrate empathy and compassion towards ADA Australia's client group.
- Demonstrate commitment to ADA Australia and maintain a strong work ethic.
- Demonstrate integrity and trust towards the organisation and its client group.
- Operate autonomously whilst maintaining accountability and working within organisational frameworks.
- Demonstrate an openness to learn from others, take on constructive feedback and provide solutions.
- Demonstrate a high level of judgment when faced with complex situations.
- Demonstrate a willingness to undertake reflective practice for self-development.

Regional Advocates

- Report to ADA Australia on travel administration, and maintain compliance to Workplace, Health and Safety standards.
- Maintain office administration duties.

Key Selection Criteria

- Experience in working with and or advocating for and or conducting intake duties for people with a disability, older people or disadvantaged/vulnerable groups and operating within a social justice framework.
- A tertiary qualification in human services / social work / behavioral science / community services or an equivalent combination of relevant experience, education and/or training.
- Demonstrated ability to understand and apply legislation, policies and procedures, including the ability to identify issues and problem solve.
- Excellent written and verbal communication skills.
- Ability to work in a fast pace environment, managing complex client calls and responding to urgent issues.
- High level computer skills – Microsoft Office or equivalent.
- Commitment to continuous quality improvement and to maintaining quality outputs.

Desirable Requirements

- Experience working within a not for profit organisation or similar.
- Knowledge and ability to access Federal and State Government policies relating to older people and people with a disability.
- Knowledge of and experience in working with Aboriginal and or Torres Strait Islanders, Australian South Sea Islanders, Lesbian, Gay, Bisexual, Transgender and Intersex people, and people from Culturally and Linguistically Diverse backgrounds.

Essential Requirements

- Current drivers licence
- Current (less than three (3) years old) pre-employment national criminal history certificate and ongoing renewal every 3 years at employee’s expense.

Acknowledgement

I, acknowledge that I have read and understood the key position duties described in this Position Description and agree to carry out my duties to meet these outcomes to the best of my ability. I also understand that at times I may be required to undertake additional duties relevant to the position that are not listed in this statement and that fall within my competency and skill set. I have received a copy of this Position Description.

(This for is to be signed by the successful candidate or position holder – not be signed by applicants for the position).

Employee

Name:

Signed:

Date:/...../.....

Chief Executive Officer

Name:

Signed:

Date:/...../.....