

Position Description

Role Title:	Advocate (Aged Care)
Reports To:	Team Leader
Employment Status:	Full-time/part-time – Fixed term contract until 31 st July 2025
Location:	Townsville
Award Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 - Level 5

Purpose of Role

The purpose of the Advocate (Aged Care) position is to provide information, education, support and representation 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 Advocate (Aged Care) reports to and works closely with the Team Leader and the Manager, Advocacy Services and maintains a collaborative and productive working relationship Executive Management Team and all other staff within ADA Australia.

The Advocate (Aged Care) 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.

Key Position Duties

- Delivery of high-quality advocacy through information, education, support and representation.
- Provision of advocacy at an individual, group or systemic level to achieve satisfactory resolution of issues for clients or their representatives.
- Support clients to ensure they understand their rights, responsibilities and entitlements and provide support when they wish to voice their concerns, questions or complaints they may have about their services.
- Networking activities and building partnerships with other organisations to promote ADA Australia's services.
- Represent and promote ADA Australia at workshops, forums, public engagements, and networking events.
- Identify services that older people and people with a disability can use where appropriate.
- Raise community awareness of identified issues.
- Identify opportunities and options to promote and support high quality service provision and the best outcomes for clients, their families and staff.
- Utilise ADA Australia's tools, procedures and presentation methods to present and promote

ADA Australia's services.

- Identify service needs / gaps from case work and provide feedback to Team Leader and the Manager, Advocacy Services.
- Attend and actively participate in case discussions, team meetings and project work.
- Develop and meet targets within annual work plan (performance and education).
- Maintain high standard of recording and consultation.
- Participate in and contribute to quality improvement programs and activities to work towards maintaining the Quality Management system and Accreditation Standards.
- Ensure that all statutory requirements are met or exceeded (eg. state legislation, federal legislation, funding agreements, other relevant legislation and regulations).
- Maintain up to date knowledge and understanding of the relevant legislation, policies and procedures.
- Participate and contribute in Workplace, Health and Safety activities to ensure a safe work environment for clients, staff, visitors and the community.

Key Selection Criteria

- Experience working with and or advocating for 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 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.
- High level interpersonal skills, with the ability to communicate, engage, negotiate confidently and undertake presentations.
- Strong administrative and computer skills, including experience working with client and data management systems.

Essential Requirements

- Current drivers' licence.
- Current (less than three (3) years old) pre-employment National Criminal History Certificate (ongoing renewal every 3 years at employee's expense).
- Valid NDIS Worker Screening Clearance (paid workers) at employee's expense.
- Valid Working with Children – Blue Card (paid workers) at employee's expense.

Ongoing requirements

- Travel within the region, including overnight trips may be required.

ADA Australia strongly recommends that employees have and maintain Covid-19 and influenza vaccination currency in line with current Public Health Directives and organisation policy.