

Position Description

Role Title:	Advocate - Disability
Employment Status:	Permanent, Full-time
Reports To:	Team Leader, Disability Advocacy
Location:	Gold Coast
Award Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 - Level 5

Purpose of Role

The purpose of the Advocate - Disability position is to provide information, support and representation to ADA Australia clients, in particular, people with disability, their family or unpaid carer, to ensure they have access to disability advocacy that promotes, protects and ensures their full and equal enjoyment of all human rights, enabling community participation.

The Advocate 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 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 and individual advocacy support to people with disability, who have issues related to:
 - Abuse, neglect, violence and discrimination
 - Upholding rights, decision making and complaints processes
 - Meeting fundamental needs
 - Access to or navigation of services and systems, including the NDIS.
- Support people with disability, through disability advocacy which promotes, protects and ensures their full and equal enjoyment of all human rights.
- Provision of advocacy at an individual, group or systemic level to achieve satisfactory resolution of issues for clients or their representatives.
- Network and build partnerships with other organisations and service providers to promote ADA Australia's services.
- Utilise ADA Australia's resources to present and promote ADA Australia's services.
- Represent and promote ADA Australia at workshops, forums, public engagements and networking meetings.
- Identify service needs / gaps from case work and provide feedback to Team Leader and Manager.

- Maintain up to date knowledge and understanding of the relevant legislations, policies and procedures.
- Maintain high standard of recording and consultation.
- Meet service targets.
- Raise community awareness of identified issues.
- Attend and actively participate in case discussions, team meetings and project work.
- Ensure that all statutory requirements are being met or exceeded (eg. state legislation, federal legislation, funding agreements, other relevant legislation and regulations).
- Identify opportunities and options to promote and support high quality service provision and the best outcomes for clients, their families and staff.
- Participate and contribute in Workplace, Health and Safety activities to ensure a safe work environment for clients, staff, visitors and the community.
- Participate in and contribute to quality improvement programs and activities to work towards maintaining the Quality Management system and Accreditation Standards.

Key Selection Criteria

- Experience working with and/or advocating for people with disability of all ages, 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.
- Knowledge of service options for people with disability and/or their supports.
- 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 and negotiate confidently.
- Excellent written communication and presentation skills.
- 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 and 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.

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.