

## POSITION DESCRIPTION

<b>Role Title:</b>	Financial Advocate
<b>Employment Status:</b>	Full-time
<b>Reports To:</b>	Manager, Aged Care Advocacy
<b>Location:</b>	Brisbane/Gold Coast/Sunshine Coast
<b>Award Classification:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 – Level 6

### Purpose of Role

The Financial Advocate is part of a team of Financial Advocates that work in close collaboration with Aged Care Advocates. The Financial Advocate is responsible for providing specialist advice and support to advocates and older people receiving aged care services, to assist with understanding the costs and pricing to support consumer choice.

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

The Financial 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:

- Support Aged Care Advocates to understand Commonwealth funded residential aged care and home care service costs, financial statements, and invoicing to build their capacity to provide effective advocacy for aged care consumers.
- Support aged care consumers to understand Commonwealth funded residential aged care and home care service costs, financial statements and invoicing, home care pricing schedules, including self-managed packages.
- Develop and deliver appropriate education programs that complements the Older Persons Advocacy Network's (OPAN) cost education resources and supports the knowledge and confidence of aged care consumers to fully understand aged care service costs
- Offer guidance and support to advocate colleagues to enhance their understanding of the costs associated with home care and residential aged care.
- Provide targeted aged care costs information, advocacy, and education to aged care consumers with a focus on complex cases.
- Support National Aged Care Advocacy Program (NACAP) advocate colleagues with complex queries relating to financial advocacy within Australia.

- Develop and maintain relationships with key organisation's including the Aged Care Quality and Safety Commission and My Aged Care to facilitate effective referral for clients with issues outside the scope of financial advocacy.
- Contribute to the reporting of data as requested by management.
- Actively lead and/or participate in team meetings and meetings with internal and external clients as required.
- Actively participate in the home care and aged care costs education community of practice.
- Any other duties as directed by the Manager, Aged Care Advocacy.

### **Key Selection Criteria**

- Tertiary qualifications in a finance related discipline.
- Ability to interpret complex financial information and communicate it in a clear and simple manner.
- Demonstrated ability to understand and apply legislation, policies and procedures, including the ability to identify issues and problem solve.
- An understanding and experience in advocacy or consumer education initiatives.
- Demonstrated high-level written, oral and interpersonal communication skills with the ability to tailor communication to suit the audience, delivering with sensitivity and understanding.
- Demonstrated ability to adapt positively to change, manage conflict and contribute to a positive team environment.
- Proficient in the use of MS Office and client data base management systems.

### **Essential Requirements**

- A valid Queensland Driver's 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 to conduct face to face meetings with clients located in the Brisbane area is a requirement of the role. Travel to remote and regional areas outside normal working hours may be required (including overnight trips on occasion).

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.