

### **POSITION DESCRIPTION**

<b>ORGANISATION:</b>	Advocacy for Disability Access and Inclusion SA
<b>POSITION &amp; CLASSIFICATION:</b>	Advocate - Level 4 Social, Community, Home Care & Disability Services Industry Award 2010 Fixed term contract at 0.5 FTE until 30 June 2020
<b>LOCATION:</b>	149 Currie Street Adelaide SA 5000
<b>REPORTING:</b>	Business Manager with technical support from the Senior Advocate

### **POSITION SUMMARY**

Advocates assist ADAI to meet its strategic objectives and funding obligations by ensuring the provision of appropriate information, support and advocacy to individuals and families of a person living with a disability. The Advocate's primary role is to ensure that clients are sufficiently informed to enable them to make their own choices and have their rights and interests respected. The advocacy is issues-based and client directed. Advocates identify and explore options, and refer individuals to specialised services as required.

### **SELECTION CRITERIA - ESSENTIAL**

1. Extensive experience in a similar environment which has provided transferrable skills and experience.
2. Appropriate tertiary level qualifications in law, health, disability, social sciences or related discipline combined with demonstrated relevant experience;

#### ***And***

1. Demonstrated high level of interpersonal skills including the ability to work effectively, cooperatively and respectfully in a range of situations with a diverse range of people.
2. Demonstrated high level advocacy, negotiation and communication skills including experience in developing and maintaining effective relationships with clients on matters that may be complex.
3. Demonstrated sound knowledge of and competence in the use of Databases, technology programs and the internet.
4. Demonstrated organisational skills and capacity, to act independently using discretion, and sound judgement.
5. Demonstrated experience in working flexibly to provide an appropriate and responsive service to clients.
6. Ability to work at various locations as required.

### **DESIRABLE**

- Experience working in a community services advocacy role or with people with disability.

## **DUTY STATEMENT**

### **RESPONSIBILITIES**

- The Advocate will work with the Business Manager and Senior Advocate to develop, manage and maintain an appropriate workload.
- The Advocate is accountable for the efficient and effective provision of advocacy services as well as a range of administrative and reporting activities and requirements in line with contractual obligations and ADAI's policies and procedures.
- The Advocate will employ a range of methods to provide advocacy support to clients, including self-advocacy information sheets, newsletter electronic updates and personal contact.
- The Advocate is also responsible for the regular review, identification, updating and input to ADAI written documents and information contained
  - on its website
  - in organisational documents
  - in client related information/documents
- The Advocate ensures the information provided to clients and key stakeholders is current and relevant. The Advocate sources new data and information relating to changes in the disability sector which may impact on client situations and needs.
- The Advocate will provide data for required statistical and other reporting requirements and participate in ADAI's quality assurance reviews.

### **The key duties of an Advocate are as follows:**

- Provide individual, family and self-advocacy services to people living with disabilities, their families and primary carers.
- Identify self-advocacy paths for individual clients and support them along those paths
- Contribute to the development of self-advocacy tools.
- Provide information and support to workers and agencies working with people with disabilities and who seek services on behalf of their consumers.
- Provide advocacy, information and referral services to people with disabilities, their families and primary carers.
- Ensure records are kept accurately and in a timely manner.
- Contribute to reporting requirements that meet the governance and contractual requirements of the organisation.
- Contribute to organisational development as part of the team.
- Maintain currency in the disability field and in issues affecting the lives of people with disabilities.
- Participate in performance development and training, utilize networks, and attend professional development as required.
- Promote, maintain and contribute to their own, and the team's, health and safety
- Attend regular staff meetings.
- Maintain industry standards and legislative obligations.

### **Administration and Reports**

- Collect and maintain client information on the relevant databases and systems.
- Collate data and draft other reports as necessary.

**LEVEL OF RESPONSIBILITY**

- Tasks are performed under the general direction of the Business Manager and with support where required from the Senior Advocate.
- Decisions are generally made within the scope of established policies, procedures and guidelines however a flexible and creative approach in achieving successful outcomes for clients is expected.

**POSITION RELATIONSHIPS**

The Advocate must relate in a respectful, effective and positive manner with:

- all other ADAI employees and clients and supporters
- members of the Board of Management
- the Chief Executive Officer
- external service providers
- regulatory and funding body employees