
Position Description

Advocate

Context

THE AGENCY

ADEC

ADEC is a state-wide Victorian organisation assisting people with disability, their families and carers from diverse cultural backgrounds. ADEC's philosophy is empowerment of people with disability and their full inclusion in the broader society. Equality is the over-riding principle, bridging is the method and advocacy is the tool to achieve a common goal.

Vision

Our Vision is for ADEC to be recognised as a leading provider of disability and aged care services in Victoria.

Mission

The Mission of ADEC is to provide equal access to high quality disability and aged care services for all members of the Victorian Community.

THE OPERATIONS DEPARTMENT

The Operations Department provides direct services to ADEC participants, their carers and families who require home care and community assistance through the Aged Care program, NDIS and disability services under the NDIS Support program, disability Advocacy support, and access to Capacity Building and Social Support activities.

A Support Worker section within the Operations Department recruits and administers a pool of qualified support workers for employment with clients of the Aged Care and NDIS Support Units, and the Commonwealth Home Support Program (CHSP).

Advocacy Support

Advocacy is a key strategy employed by ADEC to achieve its Vision and Mission.

Advocates work in partnership with people with disabilities from ethnic backgrounds, their carers and families to ensure their rights as citizens by improving their access to, and participation in, community life.

Position

ROLE

The role of the Advocate is to work one-to-one with people from ethnic backgrounds with a disability and/or their carers to ensure and facilitate access to services, and equitable treatment within services.

The Advocate will support clients to access the supports they need to achieve their goals and advocate on their behalf to protect and promote their rights.

The Advocate may be involved with participants in a case management role.

DUTIES

Conduct accurate and appropriate assessments of clients' presenting issues, needs and strengths; and identify realistic goals.

Develop a Client Support Plan (CSP) for each client to identify their personal resources, strengths, capacities and aspirations and incorporate them in the implementation of the Plan.

Support and empower clients with disability to advocate on their own behalf and build their skills and knowledge to protect and promote their rights.

Participate in relevant service networks and contribute to further improvement of ADEC's Advocacy program.

Deliver presentations for groups, community members and network meeting participants as required.

Learn and use ADEC's client management database, and other databases and web-based programs as required.

Manage client records including electronic and case files and ensure timely completion and reporting of service delivery as per contract and audit requirements.

Assist clients to access the supports they require to achieve their goals.

Support a program of capacity-building and empowerment of persons with disability to advocate on their own behalf.

Support a program of self-advocacy training to enable clients to represent themselves, including engagement with other service providers as required to organise and deliver self-advocacy/capacity building sessions for target cohorts.

Provide secondary consultations to service providers who are seeking assistance in working with people from ethnic backgrounds.

Assist the Advocacy Supervisor to prepare for compliance audits.

Other duties within the reasonable scope of this role as directed by the Advocacy Supervisor.

RESPONSIBILITIES

Comply with ADEC policies and procedures, relevant disability legislation and regulations, and contractual requirements to ensure that all duties are undertaken within an effective risk management framework.

Support the ADEC Advocacy team to provide quality, best practice, innovative services for clients.

Develop and maintain effective relationships with key stakeholders including relevant service providers and government departments, to enhance the effectiveness of service delivery and promote understanding and awareness of ADEC services.

Market the Advocacy program within the ethnic communities and partner organizations.

Undertake specific tasks and projects as agreed with the Advocacy Supervisor.

KEY PERFORMANCE INDICATORS

The Advocate's performance will be measured against the following criteria:

- Achievement of outcomes in partnership with people with disability from ethnic communities.
- Maintenance of participants' files and case work
- Promotion of ADEC programs to potential referral sources.

KEY SELECTION CRITERIA

Essential

Degree or equivalent qualification in the field of Social Work, International Relations or Human Rights.

Cert IV or higher qualification in Case Management, or equivalent.

Ability to plan a program of support with participants and to deliver it successfully.

Ability to accurately collect statistics, record data, and maintain records.

Excellent coordination and time management skills.

Hold a valid and current licence to drive a motor vehicle, issued by the appropriate authority in the jurisdiction in which the holder will drive, and appropriate to the type of vehicle to be driven.

Current Working with Children check.

Desirable

Previous experience of working with people with disability and carers, from ethnic communities.

Previous experience of working in advocacy roles and capacity in community services sector.

Previous experience of working with volunteers.

Experience in program implementation.

Employment Terms and Conditions

AWARD AND CLASSIFICATION

All ADEC employees are employed under the terms, conditions and entitlements of the Modern Award – Social, Community, Home Care and Disability Services Industry Award 2010 (the Award); and the National Employment Standards (NES).

The classification for this position is Level 3. The terms of employment for any new employee appointed to this position will be stated in a formal Employment Contract.

ADEC EMPLOYMENT REQUIREMENTS

All ADEC employees:

- Are required to sign an Employment Contract.
- Are required to sign a Code of Conduct and a Statutory Declaration.
- Are required to declare any pre-existing medical conditions or injuries that might bear on their ability to perform their role.
- May be required to undergo a pre-employment medical check.
- Must be prepared to work in outlying ADEC sites as required by their program manager or coordinator.
- Must undertake a satisfactory NDIS Worker Screening Check, and have (or be able to obtain) a Working with Children Card.
- Are subject to a dress code, which is smart casual or to the appropriate professional standard.
- Will be expected to display official ADEC photo identification while working or on ADEC business.