

## Position Description

### Position Requirements

<b>Position:</b>	Advocate
<b>Position #:</b>	
<b>Classification:</b>	SCHADS Award, Level 4
<b>Site:</b>	Dandenong Office
<b>Reports to:</b>	Interim Manager Advocacy and Community Resilience

### Position Summary – Primary Purpose

ADEC is funded by Department of Social Service through National Disability Advocacy Program (NDAP) and funded by Victorian Disability Advocacy Program (VDAP) to help to promote the rights and participation of people with disability across Victoria.

The Advocate’s role involves working one-on-one with people from ethnic backgrounds who have a disability, as well as their carers, to ensure equitable access to services and support. This includes providing intensive advocacy to help clients navigate complex service systems and empowering them to become self-advocates. The position requires a strong understanding of the barriers faced by people with disabilities from diverse cultural backgrounds, along with the ability to communicate effectively, often through interpreters, with individuals who have limited or no English proficiency. Flexibility in service delivery—whether by phone, online, in-person, or through outreach—is essential, as is the capacity to manage a caseload independently and prioritise tasks effectively.

The Advocate must be culturally responsive and willing to continuously learn about different cultures to meet clients’ varied needs. They will work collaboratively within a multidisciplinary, client-centred framework, coordinating with health professionals, referrers, carers, and families. Additionally, the role includes contributing to systemic advocacy by identifying structural issues affecting people with disabilities from ethnic backgrounds and participating in strategies and campaigns aimed at systemic change. Strong communication, time management, and interpersonal skills are vital to succeeding in this multifaceted and impactful role.

### Organisational Environment

**ADEC**, a state-wide Victorian not-for-profit organisation established in 1985, advocates for and assists people from diverse cultural backgrounds with disabilities, as well as their families and carers, and older people in need of support. ADEC exists to empower people, fight inequality, nurture community cohesion, and advocate for the full inclusion of the people we serve within broader society.

ADEC provides advocacy services, capacity-building programs for people with disabilities, community aged care services, Plan Management (NDIS), NDIS Appeals, and direct personal and domestic care support services. ADEC also actively participates in systemic advocacy and collaborative activity in support of more effective and inclusive disability and aged care sectors. ADEC currently serves around 1700 clients with around 120 staff.

## Accountabilities and Key Result Areas

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.

### Individual Advocacy Support

- Conduct accurate and appropriate assessments of clients' presenting issues, needs and strengths.
- Develop an individualised support plan by identifying their personal resources, strengths, capacities and their desired goals and explore strategy to help them achieve it.
- Utilise strength-based approach by helping the client to build their skills and knowledge and empower them to become their own self advocate.
- Develop and maintain effective relationships with key stakeholders including relevant service providers such as health professional, community services and client family members to enhance the effectiveness of service delivery.
- Manage the allocated caseload of clients and provide an effective short term case management support in order to resolve their identified advocacy issue.
- 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.
- Inform people with disability about their rights and responsibilities and support them where possible in making informed decisions about issues that impact on their lives.
- Provide appropriate and timely advocacy assistance to people with disability that addresses instances of abuse, discrimination and neglect.

### Community Outreach

- Participate in relevant service networks and contribute to work on systemic advocacy within ADEC's Advocacy program.
- Through systemic advocacy, contribute to raising community awareness of disability issues and contribute to government policy, service and program development.
- Deliver presentations for groups, community members and network meeting participants to promote advocacy service
- Market the Advocacy program within the ethnic communities and partner organizations.

### Administration

- Manage and record case notes, create job allocation and other electronic case files and ensure timely completion and reporting of service delivery as per contract and audit requirements.
- Complete a case study and monthly advocacy report as required.
- Learn and use ADEC's client management database, and other databases and web-based programs as required.
- 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.
- Undertake specific tasks and projects as agreed with the Advocacy Supervisor.
- Assist the Advocacy Supervisor to prepare for compliance audits.
- Other duties within the reasonable scope of this role as directed by the Advocacy Supervisor.

## Workplace Health and Safety

Understanding the importance of creating a safe working environment and encouraging responsibility for health and safety among employees.

### Key elements include:

- Identifying potential hazards and removing the hazard or raising this as a concern
- Making suggestions for the improvement of safety and wellbeing in the workplace.
- Assessing risks associated with tasks and equipment.
- Fulfilling safety roles, such as Fire Warden, First Aid Officer, or Health and Safety Representative if nominated.
- Encouraging employee involvement in decision-making about safety matters.
- Adhering to policies and procedures based on industry best practices.
- Promoting a culture of safety through awareness.

## Quality & Risk Management

**Consistently deliver high-quality service that satisfies both internal and external stakeholders.**

### This involves:

- Implementation of, and adherence to, quality policies and processes.
- Contributing to continuous improvement through ideas and initiatives.
- Complying with industry-specific standards and regulatory requirements.
- Actively listening to customers and other team members and creatively solving improvement issues.
- Being aware of, identifying, and reporting potential risks that could affect the organisation's operations and goals.
- Evaluate individual participant needs and circumstances by assessing, managing, and mitigating risks related to participant's health, safety, and well-being including any medical conditions, mobility issues, or behavioural challenges to ensure a safe and effective support environment.

## Key Selection Criteria

- Tertiary degree with a minimum of one year in the field' experience. Other formal qualifications may be considered alongside demonstrated sector experience
- Previous experience of working in advocacy roles and capacity in community services sector.
- Previous experience of working with people with disability and carers, from ethnic communities.
- 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.
- Excellent coordination and time management skills.

### Desirable

- Previous direct experience working with and/or advocating for people with disability from ethnic backgrounds.

- Previous experience in case management work with refugee and asylum seekers
- Proficiency in language other than English.

### **Mandatory Requirements**

- Must have a clear NDIS Worker Screening Check
- Must have a clear National Police Check
- Must have a valid Working with Children Check
- Must hold a current Victorian Driver's License
- Must have evidence of right to work in Australia.

ADEC is an inclusive employer and values the contribution of people with disabilities to our workplace.