

Position Description

Role Details

Role:	Advocate
Reporting To:	QLD Manager Individual Advocacy & NDIS Appeals
Direct Reports:	None
Budget:	N/A
Work Location:	Logan QLD
Status:	Full Time, 35 hours per week (We will also consider applicants who are interested in part time work) Maximum Term Contract role until June 2020 (with a very likely possibility of extension, dependent on funding)
Award Classification:	Level 5 (\$76,830 plus salary sacrificing and leave benefits) Social, Community, Home Care & Disability Services Award 2010 (PWDA pays above award)

Role Purpose

The Advocate role provides advocacy support to individuals or groups of individuals with disability, and their associates, to promote and protect their human, legal and service user rights in accordance with the National Disability Service Standards.

PWDA's Individual and Group Advocacy Service provides short-term, issue-based individual and group advocacy assistance for people with disability and their associates in QLD and nationally. It provides information, advice and referral services and intensive individual advocacy assistance.

Responsibilities & Main Duties

Advocacy

- Provide short-term, issue-based individual or group advocacy to people with disability ("clients") including:
 - ▶ Conducting face-to-face and / or telephone meetings with clients to assess facts and understand desired outcomes
 - ▶ Developing action plans to achieve clients' desired outcomes
 - ▶ Advising clients on available courses of action according to best interest principles

- ▶ Liaising with and mediating between relevant stakeholders to achieve outcomes
- ▶ Keeping records of matters in accordance with internal and external procedures and protocols
- ▶ Representing client best interest in courts, tribunals and other forums.
- Work with clients to develop self-help and self-advocacy skills.
- Implement outreach strategies for priority populations.
- From time to time, contribute to or manage advocacy-related projects, including developing project plans, managing resources and undertaking project reporting
- Provide reports on activity levels and other workload factors as required by the Advocacy Manager
- Participate in promotional activities including:
 - ▶ Presenting information sessions on PWDA's advocacy services to various audiences.
 - ▶ Contributing to the development of promotional material such as brochures.

Disability Rights Information

- As required, assist the Disability Rights Information Service to:
 - Answer incoming calls and provide information, advice and referral to callers.
 - Record details of each call on the database and / or keep other records as required.
 - Assess requests for advocacy support, write recommendations and refer to the Advocacy Manager within designated timeframes.
 - Participate in training and education activities to raise awareness of disability rights.

Systemic Advocacy

- Contribute to systemic advocacy initiatives by participating in specific projects as required and proactively identifying emerging systemic issues in the course of providing individual / group advocacy.

Organisational Participation

- Participate in organisational activities such as staff meetings, planning meetings and team development initiatives.
- Take a leadership role in workplace health and safety management.
- Participate in relevant professional development and review activities including training
- Undertake other duties as directed within the scope of this role.

PWDA reserves the right to alter this position description from time to time in accordance with the needs of the organisation

Selection Criteria

Essential

- Understanding and commitment to the rights and interests of people with disability
- Knowledge of community services sector and complaints handling bodies in QLD
- Excellent interpersonal and communication skills, with the ability to liaise with a wide range of people such as clients, their associates, services providers and government departments
- Well-developed negotiation skills with the ability to remain tenacious
- Strong documentation skills including managing information and record-keeping
- Demonstrated capacity to manage time frames and competing priorities
- Ability to work effectively with people in stress or crisis, remaining resilient and managing boundaries
- Cultural competency
- Intermediate computer literacy

Desirable

- Personal or family experience of disability
- Previous experience in the community services sector
- Degree in social sciences or related discipline

Other Job Requirements

- Working with Children Check
- Police Check
- Six-month probationary period.

Application Processes

Contact:

Email: recruitment@pwd.org.au
Phone: (02) 9370 3100 or 1800 422 015
TTY: 1800 422 016

For more information about this role, please contact Tracey Moffatt, QLD Manager Individual Advocacy and NDIS Appeals Individual Advocacy & NDIS Appeals, using the contact details above.

Submit your application by email on recruitment@pwd.org.au. If you need to submit your application in an alternative format, please contact Maja using the contact details above.

Your application needs to include:

- Your full resume
- A letter outlining how you meet the selection criteria
- 2 referees contact details.

Applications close 9am Tuesday 18 December.

Interviews will be held on Friday 21 December.

PWDA is a proud employer of people with disability, and people with disability are strongly encouraged to apply for these positions. We are an EEO employer and we embrace the diversity of our people, such as diversity in disability, race, cultural background, ethnicity, age, gender identity, sexual orientation or intersex status.