

## Position Description

### Role Details

Role:	Individual Advocate (Sunshine Coast)
Reporting To:	Senior Manager Individual Advocacy (Queensland)
Work Location:	Work from home Travel throughout Sunshine Coast region
Status:	Full-time role of 35 hours per week 12-month contract role with the possibility of extension, dependent on funding
Award Classification:	\$89,092 per annum – Level 5 Social, Community, Home Care & Disability Services (SCHADS) Award 2010, PWDA EBA rate, plus super and salary sacrificing.

### Role Purpose

The Individual Advocate provides advocacy support to people with disability, to promote and protect their human, legal, and service user rights, in accordance with the National Disability Service Standards.

At all times, working within a supported decision-making framework that champions people with disability having choice and control over our own lives.

### Responsibilities & Main Duties

#### Advocacy

- Provide short-term, issue-based individual advocacy to people with disability, including:
  - Conducting face-to-face and/or telephone meetings with clients.
  - Developing action plans to achieve clients' desired outcomes.
  - Advising clients on available courses of action to resolve matters.
  - Liaising with relevant stakeholders to achieve client outcomes.
  - Maintaining client files in accordance with internal/external procedures/protocols.
  - Representing clients in courts, tribunals, and other forums.
  - Working with clients to promote their self-advocacy skills.

#### Information, Intake and Referral

- Provide responses to requests for information and support regarding disability issues or concerns.
- Record client and matter details in our client management system (CMS), maintain records, as required by PWDA, and to a consistently high standard.
- Using a strengths-based approach, determine the client's existing and potential supports, including identifying and promoting their capacity for self-advocacy.
- Advise clients of referral out options and where necessary, facilitate assisted referrals to relevant agencies.
- Prepare client matters for allocation amongst the PWDA Individual Advocacy team.

## Systemic Advocacy

- Contribute to systemic advocacy initiatives by participating in specific projects as required and proactively identifying emerging systemic issues while providing individual 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 of and commitment to the rights and interests of people with disability.
- Experience working with clients in situations that are distressing, chaotic and complex.
- Knowledge of the community services sector and complaints handling bodies in NSW.
- Excellent interpersonal, communication and negotiation skills.
- Demonstrated capacity to manage competing time frames/priorities.
- Cultural competency.
- Computer literacy.

### Desirable

- Previous experience in the disability, health, community, or legal service sectors.
- Tertiary qualifications in social sciences, health, or law.
- Lived experience of disability.

## Other Job Requirements

- Working with Children Check (Blue Card)  
PWDA is a registered employer under the Child Protection (Working with Children) Act, 2012. The successful applicant must be approved under the Working with Children Check prior to taking up appointment.
- Queensland Police Check  
PWDA receives funding from the Department of Social Services (DSS, under then National Disability Advocacy Framework and the Disability Services Act 1986 (DSA).
- Australian Government Covid 19 Vaccination Certificate or medical exemption
- Six-month probationary period.

## Application Processes

For more information about this role, please contact:

Ted Jensen  
Senior Manager, Individual Advocacy (Queensland)  
Email: [tedj@pwd.org.au](mailto:tedj@pwd.org.au)  
Phone: 0409 205 496

**Submit your application** by email on [recruitment@pwd.org.au](mailto:recruitment@pwd.org.au).

If you need to submit your application in an alternative format, please contact Hollee James by email [recruitment@pwd.org.au](mailto:recruitment@pwd.org.au) or by phone on (02) 9370 3100.

Your application needs to include:

- Your full resume.
- A letter addressing the selection criteria.
- Your contact details.

*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.*