

# Position Description

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| <b>Job Title:</b>    | Individual Advocate NSW                |
| <b>Reporting to:</b> | Senior Manager Individual Advocacy NSW |
| <b>Location:</b>     | Sydney, Surry Hills                    |
| <b>Status:</b>       | Casual                                 |

**Award Classification:** Level 5 - Social, Community, Home Care & Disability Services Award 2010

**Direct Reports:** Nil

## Purpose of the position

The Individual Advocate provides advocacy support to people with disability, to promote, protect, and realise their human, legal, and service user rights, in accordance with the National Disability Service Standards. Advocates promote self-advocacy, self-determination, and supported decision-making principles to champion people with disability having choice and control over our own lives.

## Responsibilities & Accountabilities

### Key Responsibility Area 1 – Individual Advocacy

Provide issue-based individual advocacy to people with disability, including:

- Conducting face-to-face and/or telephone meetings with clients to clarify their situation, concerns, and desired outcomes.
- Discussing the pros and cons of various options the client may choose to resolve their matter.
- Working with clients to develop action plans which reflect their priorities, and which build self-advocacy skills.
- Facilitating assisted referrals for clients, including when clients are in crisis.
- Supporting clients to express their views and concerns, including during planning meetings, reviews, appeals, tribunal sessions, and relevant court appearances
- Supporting clients to seek remedy and redress for human rights violations, including by making complaints to oversight bodies, participating in dispute resolution, and in accessing legal services.
- Liaising with relevant stakeholders to achieve client outcomes, including assisting clients to obtain reports and documentation that are critical for accessing a service entitlement, a better support plan, etc.
- Maintaining client files in accordance with internal/external procedures/protocols, to a consistently high standard.
- Implementing outreach strategies for priority populations.

- Contributing to the development of promotional material/activities.
- Contributing to the monitoring and evaluation of PWDA's advocacy service, through data collection reporting, client satisfaction surveys, and annual audits.

### Key Responsibility Area 2 – Information, Intake & Referral

- Contributing to the client information intake and referral process when the volume of requests for advocacy requires support. This includes:
  - Assessing and providing responses to requests for information, referral, and/or advocacy support,
  - Preparing client matters for allocation amongst the PWDA Individual Advocacy team
- Providing support and guidance to intake staff on complex information requests, prospective intake matters.

### Key Responsibility Area 3 – Systemic Advocacy

- Contribute to systemic advocacy initiatives by participating in specific projects, as required, and proactively identifying emerging systemic issues while providing individual advocacy.

### Key Responsibility Area 4 – Teamwork and Organisational Participation

- Take action and actively promote the Vision and Principles of PWDA to staff and external stakeholders at all times.
- Play a role in showcasing skills, expertise, knowledge, and capacity of people with disability and our representative organisations.
- Act with integrity and role model key organisational values and behaviours.
- Understand WH&S obligations and contribute to workplace health and safety.
- Remain current with, and adhere to, all relevant PWDA policies and procedures.
- Work collaboratively within and across teams, working as one in the pursuit of organisational goals.
- Look for opportunities to help and support others. Proactively share knowledge and ideas within teams and across the organisation.
- Interact with others in a sensitive, respectful, and effective way.
- Contribute to culture of continuous quality improvement and its integration within organisational processes.
- Contribute to a culture of proactive positive feedback across the organisation.
- Participate in organisational activities such as staff meetings, team meetings, planning meetings and organisational development activities such as strategic planning and policy development.
- Participate in relevant professional development activities including training.
- Represent the organisation at sector meetings as required, at appropriate functions and events, and act as a membership ambassador.
- Undertake other duties as directed and required by the organisation within the scope of this role.

## Academic qualifications

| Essential | Desirable  |
|-----------|--|
|           | Tertiary qualifications in social sciences, health, or law or related discipline |

## Key Selection Criteria

| Essential  | Desirable   |
|--|---|
| Understanding of and commitment to the rights and interests of people with disabilities, including knowledge of relevant policy and legislation, in particular commitment to the United Nations Convention on the Rights of Persons with Disability (CRPD) | Direct or lived experience with disability.                               |
| Experience working in the disability sector, upholding human rights, preventing discrimination and unfair treatment of clients   | Personal or family experience of disability                               |
| Knowledge of the complaints handling bodies in the relevant state or territory   | Previous experience in the community services sector or government sector |
| Excellent interpersonal and communication skills, with the ability to liaise with a wide range of people such as clients, their associates, service providers, and government departments  |   |
| Good understanding of, and commitment to, trauma-informed practice.  |   |
| Understanding the risks of violence and abuse to people with disability and appropriate referral pathways  |   |
| Demonstrated capacity to manage competing time frames/priorities   |   |
| Strong documentation skills  |   |
| Cultural competency  |   |
| Intermediate Computer skills   |   |
| Availability to travel within NSW  |   |

## Competencies

### Building Trust

Interacting with others in a way that gives them confidence in one's intentions and those of the organisation.

Key behaviours and actions to look for:

- *Operates with integrity.*
- *Discloses own positions.*
- *Remains open to ideas.*
- *Supports others.*

### Persuasiveness

Uses appropriate interpersonal styles and communication methods to gain acceptance of a particular view or idea from a range of audiences.

Key behaviours and actions to look for:

- *Questions and probes.*
- *Establishes strategy.*
- *Builds rapport.*
- *Demonstrates capability.*
- *Gains commitment.*

### Initiating Action

Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.

Key behaviours and actions to look for:

- *Responds quickly.*
- *Takes independent action.*
- *Goes above and beyond.*

### Gaining Commitment

Using appropriate interpersonal styles and techniques to gain acceptance of ideas or plans; modifying one's own behaviour to accommodate tasks, situations, and individuals involved.

Key behaviours and actions to look for:

- *Opens discussions effectively.*
- *Clarifies the current situation.*
- *Develops others' and own ideas.*
- *Facilitates agreement.*
- *Closes discussions with clear summaries.*

### Communication

Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.

Key behaviours and actions to look for:

- *Organises the communication.*
- *Maintains audience attention.*
- *Adjust to the audience.*
- *Ensures understanding.*
- *Uses volume and pace appropriate to the media being used.*
- *Comprehends communication from others.*

## Decision Making

Identifying and understanding issues, problems, and opportunities; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.

Key behaviours and actions to look for:

- *Identifies issues problems and opportunities.*
- *Gathers and interprets information.*
- *Generates alternatives.*
- *Chooses appropriate action.*
- *Commits to action.*
- *Involves others.*

## Other Job Requirements

**Note: the following checks are mandatory and must be provided by the successful candidate before a letter of offer can be made.**

- *Working with Children Check*

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.

- *National Police Record*

PWDA receives funding from multiple Government Agencies who require staff to be checked. The successful applicant must satisfy these requirements prior to taking up appointment.

- Australian Government Covid 19 Vaccination Certificate and adherence to the PWDA Covid Vaccination Policy.

- Six-month probationary period.

*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.*