

Position Summary: Senior Advocate

Primary Purpose:

Coordinates and, through the delivery of advocacy and education, supports the rights of people with a disability and older adults in relation to the delivery of HACC and Commonwealth funded aged care services.

Coordination and Supervision

- *Co-ordinates and supervises the day to day activities of Advocates.*
- *Liaises with the Manager in relation to management of the programs.*
- *Assists in programs' planning and evaluation*
- *Monitors the quality and accuracy of the data entry and liaises with IT services when required*
- *Provides monthly and ad hoc reports to the Manager on trends and systemic issues*
- *Identifies gaps in service provision and in consultation with the Senior Management develops strategies for improvement*
- *Provides a mentoring role and coaching to new staff.*
- *Assists in induction and training of staff.*

Information and Advocacy

- *Ensures that all clients of Advocare receive high quality advocacy and information services*
- *Manages an individual case load of clients*
- *Undertakes the Duty Advocate role as required*
- *Keeps abreast with the relevant changes to the legislation and trends in the industry*

Education

- *Liaises with the Marketing and Education Coordinator on matters regarding allocation of education assignments to advocates*
- *Participates in the development and review of Advocare's educational resources and promotional material*
- *Contributes articles to the Advocare newsletter*
- *Delivers education sessions as per the education plan and program goals when required*
- *Participates in relevant seminars and expos*

Networking

- *Represents Advocare on networks and committees as required*

Quality Improvement

- *Contributes to the ongoing process of Quality Improvement through:*
 - *Participation in staff meetings, relevant team meetings, and subcommittees (as determined);*

- *Ensuring that all work conforms to best practice models (including administrative responsibilities relevant to the role of advocate);*
- *Ensuring that all services provided are of a high standard;*

Other

- *Assists in policy development and review*
- *Develops and co-ordinates strategies to meet the requirements of OSH, Workers' Compensation and Equal Opportunity and other relevant legislation.*
- *Other duties as directed*

ESSENTIAL CRITERIA

- *Supervisory experience and excellent ability to manage and lead a small team*
- *Relevant tertiary qualification*
- *Excellent skills in professional advocacy*
- *Knowledge of the Aged Care and Disabilities sectors*
- *Desire to work with older people*
- *High level interpersonal skills including conflict resolution skills*
- *High level of analytical and problem solving skills*
- *High level written and verbal skills including presentations skills*

- *Ability to work independently and with minimal supervision*
- *Understanding and appreciation of issues for people from cultural and linguistically diverse backgrounds, Aboriginal people and Torres Strait Islander people.*
- *Understanding and commitment to OSH and equal opportunity principles and practices*
- *Current “C” Class driver’s license and ability to travel occasionally*

REPORTING RELATIONSHIPS

