

Our Vision

Power, respect and informed choice for older people

Our Mission

To provide an independent voice on behalf of older people, informing service delivery and influencing practice.

Our Values

Integrity: We will act with integrity to support an environment of honesty, confidentiality and mutual trust.

Empowerment: We will work with you to ensure you are well informed to make your choices and we will also advocate for and with you.

Social Justice: We are here to protect the rights of older people, human rights do not diminish with age.

Equity: We will support all older people respecting the diversity of our community.

Our Objectives

Objective 1 Quality advocacy services, information and education for seniors and the sector.

Objective 2 Quality people delivering excellent work in a supportive environment.

Objective 3 Supporting and influencing sector development.

Objective 4 Sustain organizational capability to deliver our vision.

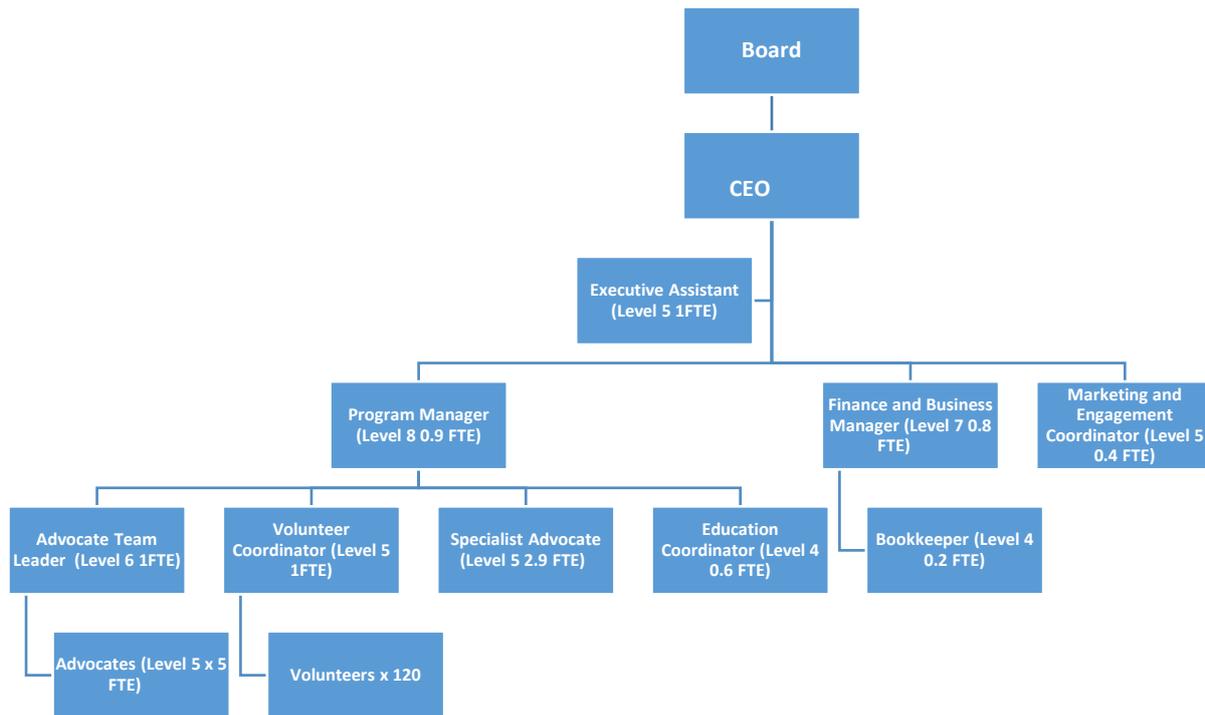
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POSITION DESCRIPTION FORM – SPECIALIST ADVOCATE - NAVIGATOR

Section 1 – POSITION IDENTIFICATION

Position Title	Specialist Advocate
Classification	Level 5
Award/Agreement	Advocare Incorporated Agreement 2014
Date Position Created	January 2019
Date PDF Reviewed	

Section 2 – POSITION RELATIONSHIPS



Section 3 – KEY RESPONSIBILITIES

Responsible to the Program Manager, the Specialist Advocate provides advocacy; information and engaging education sessions (see definitions below) to older people within the WA community. The Specialist Advocate provides these services and support predominantly in an outreach capacity to a target group of the most vulnerable older people who face additional barriers to service access with the purpose of enabling them to understand and engage with the aged care system.

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Information

Information is the provision of individualised information of a general and in-scope nature to an eligible client and, where appropriate, third parties. This includes information about advocacy, the aged care system, other services, complaints processes and rights and responsibilities. It may also involve assisting the client to understand their rights, options and the potential strategies available to them. Information can be provided in any format and in interactions such as intake calls, education sessions or other events. Information provision may involve referral to other organisations. Information provision does not require any further follow up.

Advocacy

Advocacy is the process of standing alongside an individual who seeks support to ensure that their voice is heard in relation to a specific issue. Advocacy involves assisting the person to understand their rights and options, and to represent their views and perceived interests where required. Advocacy occurs when support beyond initial information is required. Advocacy can involve a range of agreed actions that support clients to access services or resolve issues and concerns with government funded aged care services or with issues which affect their need for government funded aged care services, alongside other in-scope activities. Where a client cannot direct an advocate about their wishes, an advocate can take direction from their family or nominated representatives to ensure the person’s voice is heard.

The Specialist Advocate delivers services as part of the National Aged Care Navigation Trial and will operate within the parameters of this Trial as set out below. This role will combine the functions of “Information Hub” and “Specialist Support Worker.”

Parameters for the Trials	
<p>Aims and objectives of the Trials</p>	<p>The Trials aim to inform future decision making. Their objective is to test different system navigator models in different circumstances that:</p> <p>(a) support people who need additional support to understand and engage with the aged care system, particularly people who face barriers to accessing aged care services and people who are vulnerable, to:</p> <ul style="list-style-type: none"> • understand the aged care system, including what services are available to meet their needs and how to access them; and • engage with and access the aged care system, including connecting these people with My Aged Care and providing them with support to choose and access services;

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Parameters for the Trials	
	<ul style="list-style-type: none"> (b) are integrated with each other, the aged care financial information service officers trials under the Measure and existing supports; and (c) collect data and information to support the evaluation of the Measure.
Role of an aged care system navigator	<p>The role of an aged care system navigator is to help people to navigate into the aged care system until the point of service commencement, by helping people to:</p> <ul style="list-style-type: none"> (a) understand the aged care system, including what services are available to meet their needs and how to access them; and (b) engage with and access the aged care system, including connecting them with My Aged Care and providing them with support to choose and access services. <p>Given the focus is on supporting people to connect with the aged care system, the role of an aged care system navigator does not extend beyond the point of service commencement when people have already accessed services and are moving through the system.</p>
Types of service models provided by an aged care system navigator service	<p>Aged care system navigator service models support people to understand and engage with the aged care system. They may involve, but may not be limited to:</p> <ul style="list-style-type: none"> (a) providing people with information or coaching on the aged care system, aged care services, My Aged Care, and the assessment process for accessing services; (b) providing people with support to choose and access services, including assisting people to fill in forms; and (c) assisting people to overcome particular challenges to accessing aged care services. <p>Aged care system navigator models may include, but are not limited to:</p> <ul style="list-style-type: none"> (a) seminars; (b) distribution of tailored information, including drop-in information centres; (c) face-to-face support; (d) peer support; and

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Parameters for the Trials

	<p>(e) outreach to people who may require but are not accessing aged care services, particularly people who face barriers to accessing services and people who are vulnerable.</p> <p>The Trials will test different aged care system navigator models in different circumstances. Trials may provide a combination of models (i.e. some models may be common across Trials) or they may focus on a specific model for particular Target Population groups.</p> <p>The intensity of support will differ across Trials, with the Community Hubs Trials offering the least intensive level of support and the Specialist Support Workers Trials offering the most intensive level of support.</p>
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<p>Target population for the Trials ('Target Population')</p>	<p>The Target Population for the Trials is people who:</p> <p>(a) have difficulty engaging through the existing channels and need additional support to understand, choose and access aged care services; and</p> <p>(b) have not yet accessed aged care services.</p> <p>While the Target Population includes the broad range of people who need additional support to engage with and understand the aged care system, the Trials will focus on people who face barriers to accessing aged care services and people who are vulnerable as follows:</p> <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="width: 50%;">People who face barriers to accessing aged care services</th> <th style="width: 50%;">Vulnerable people</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> • People from diverse population groups, including Aboriginal and Torres Strait Islander people; people from culturally and linguistically diverse backgrounds; and lesbian, gay, bisexual, transgender and intersex people. • People who live in rural or remote areas. </td> <td> <ul style="list-style-type: none"> • People who are financially or socially disadvantaged. • People who are socially isolated or at risk of social isolation. • People who are homeless or at risk of becoming homeless. • Care-leavers. </td> </tr> </tbody> </table>	People who face barriers to accessing aged care services	Vulnerable people	<ul style="list-style-type: none"> • People from diverse population groups, including Aboriginal and Torres Strait Islander people; people from culturally and linguistically diverse backgrounds; and lesbian, gay, bisexual, transgender and intersex people. • People who live in rural or remote areas. 	<ul style="list-style-type: none"> • People who are financially or socially disadvantaged. • People who are socially isolated or at risk of social isolation. • People who are homeless or at risk of becoming homeless. • Care-leavers.
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Parameters for the Trials	
	<ul style="list-style-type: none"> • People with limited access to technology; people with limited computer literacy; or people who have special website accessibility requirements, such as people who are vision impaired. • Parents separated from their children by forced adoption or removal. • People with a disability. • People with cognitive impairment, including dementia. • People with a mental health problem or mental illness. • Veterans. <p>The Target Populations will be addressed across the Trials.</p> <p>Information Hubs Trials will target the broad range of people who need additional support to engage with and understand the aged care system, and a number of hubs (or components of hubs) will specifically target people who face barriers to accessing aged care services and/or people who are vulnerable.</p> <p>While some Trials may be designed to address the needs of specific groups, no Trial should be exclusive in the people that it seeks to assist.</p> <p>Specialist Support Workers Trials will specifically target people who are vulnerable, including outreach services that actively seek out the Target Population.</p> <p>While people who have already accessed aged care services are not part of the Target Population for the Trials, such people are not excluded from participating in the Trials. The Contractor must collect data and information to capture:</p> <ul style="list-style-type: none"> (a) where people who have already accessed aged care services have participated in the Trials; and (b) the existing aged care services that these people receive.

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Section 4 – STATEMENT OF DUTIES

1	Service Delivery
1.1	Provide advocacy, information and support in line with the definitions and parameters above
1.2	Identify appropriate stakeholders and community resources to effectively engage with target groups
1.3	Conduct education sessions in a variety of formats with people who are eligible for but are not accessing aged and community care services and face barriers to access
1.4	Participate in the development and review of educational resources.
1.5	Research changes to legislation and processes that affect aged care clients, and strive to provide current information to clients regarding aged care issues.
1.6	Attend advocate team meetings and discuss client cases, and work collaboratively with other advocates
1.7	Be aware of, follow and offer improvements to Advocare policies; processes and operational procedures.
1.8	Enter all statistics correctly into the client data base system.
1.9	Inform clients of the Advocare complaints process, and refer all client complaints to the Senior Advocate for further investigation.
1.10	Facilitate client feedback where appropriate.
1.11	Adopt the Advocare Code of Conduct and apply to all workplace interactions
2	Service Development
2.1	Build respectful, working relationships with other service providers in the sector.
2.2	Participate in new service delivery projects, and assist to grow the Advocare brand.
2.3	Identify gaps in service provision for older people and communicate these opportunities to the Program Manager.
2.4	Identify systemic advocacy issues and report known issues to the Program Manager for communication to appropriate persons.
3	Team Building
3.1	Attend team building activities, and provide feedback to other team members that fosters improved working relationships.
3.2	Share expertise and experience with other team members.
3.3	Participate in staff meetings, training sessions, and planning days, incident debriefing and working groups.
3.4	Liaise regularly with other staff within the organisation to foster a culture of continuous improvement.
4	Continuous Quality Improvement
4.1	Identify opportunities for improvement.
4.2	Consistently work on your own professional development regarding current trends and new skills specific to your role.
5	Occupational Health and Safety. Staff have a responsibility to:
5.1	Promptly report all identified workplace hazards, near misses, incidents and injuries according to organizational requirements.
5.2	Comply with any direction given by management for health and safety.

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5.3	Ensure that you are not, by the consumption of alcohol or drugs, causing a danger to your own safety at work, or the safety of any other person.
5.4	Any other duties as required.

Section 5 – WORK RELATED REQUIREMENTS

ESSENTIAL	<ul style="list-style-type: none"> Able to embrace and demonstrate the Advocare values. Skills in advocacy and ability to deliver community education. Detailed knowledge of the operations of My Aged Care, Commonwealth Home Support program, Home Care packages and residential aged care. Demonstrated experience and cultural competence working in regional and remote Western Australia A strong commitment to working with older people. Strong written and verbal communication skills including interpersonal; facilitation and conflict resolution skills. Strong computer literacy; able to use MS Outlook, Word, Power Point and Excel. Experience using an electronic Customer Relationship Management (CRM) database system. Ability to work within a small team environment and with capacity to work with minimal supervision. Possession of a relevant tertiary qualification. Commitment to delivering quality customer service. Understanding of, and commitment to OSH and equal opportunity principles and practices. Hold a “C” Class driving licence and ability to travel periodically. A current Police Clearance (within the last 6 months)
DESIRABLE	<ul style="list-style-type: none"> Understanding and appreciation of issues facing people from culturally and linguistically different backgrounds, Aboriginal people and Torres Strait Islanders.

Section 6 – CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

_____ _____
Signature – CEO **Date:**

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name	Signature	Date Appointed	Date Signed

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