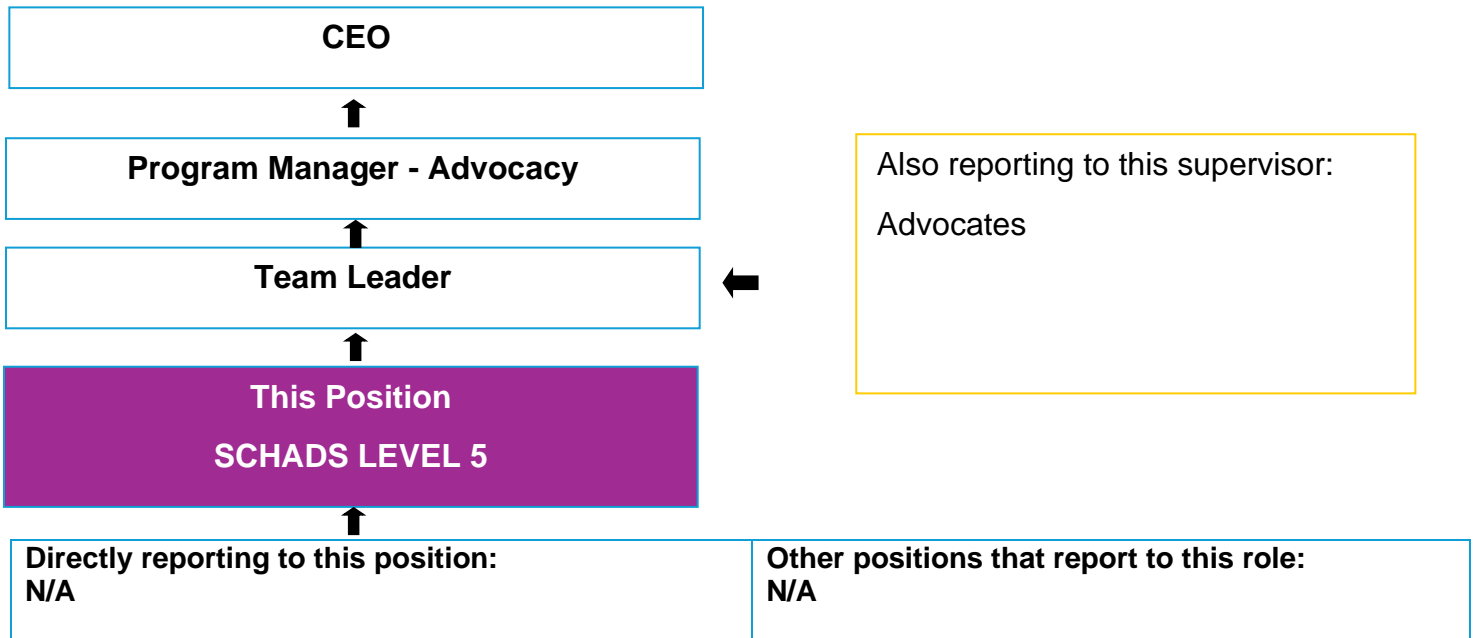


Job Description

Financial Advocate

Reporting Relationships



Organisation

Advocare is a leader in addressing the rights of older people and elder abuse.

For nearly 30 years we have proudly helped older Western Australians access the right supports, information and protections available to them.

Team

You are a key part of the Advocacy team dedicated to providing advocacy, information and education to older people in Western Australia. The Advocacy team raises awareness and understanding of issues within Aged Care and Elder Abuse. One element of our entire Advocare Team has in common, is the belief in Social Justice – that human rights do not diminish with age.

Position

The primary purpose of this multi-faceted position is to provide advocacy, information and education to older people to assist them to understand and have their rights upheld and to provide support to advocates and older people receiving aged care services, to assist with a better understanding of costs and pricing, to support consumer choice. The Financial Advocate will provide support in line with the National Aged Care Advocacy Framework providing specialist financial information and advocacy that is client directed and rights based to the older person. A Financial Advocate will not provide financial advice or counselling. The position is also responsible for working collaboratively with the team to further Advocare's objectives.

Our Vision, Purpose and Values

Reflecting our organisational values in every aspect of your role is integral.

Our Vision

A society where older people are safe, empowered and cherished.

Our Purpose

To transform lives and communities through education, collaboration and advocacy, supporting older Western Australians to live the lives of their choice.

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 with and for 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.

Accountabilities

Your specific accountabilities include these aspects.

Organisation

- Actively engage and contribute to Advocare's vision, purpose and values.
- Ensure own compliance with internal policies and procedures including: The Advocare Code of Conduct, Workplace Health and Safety legislation including any regulations or Codes of Practice, the *Disability Services Act 1986* (Cth), and the *Equal Opportunity Act 1984* (WA).
- Shows compassion to clients by providing service excellence aligned to the level of responsibility.
- Effectively represents Advocare in external forums and partnership meetings, within the context of role.
- Provides high quality verbal and written reports as requested by the Chief Executive Officer, Board and funding bodies.
- Maintains appropriate records and documentation consistent with the relevant policies and instructions of Advocare.
- Actively collaborate and support all Advocare programs to achieve our shared goals and meet contractual objectives, fostering a unified approach across the entire organisation.
- Undertakes training/professional development and shares learning.

Team

- Respects others within a professional setting, including for their own choices.
- Participates in team meetings, team building, planning and development discussions, evaluations, supervision sessions, training sessions, and review activities, leading these activities where required in the context of your role.
- Identify opportunities for improvement and liaise regularly with other staff within Advocare to foster a culture of continuous improvement.
- Develops and maintains networks within your professional capacity, to both grow your capability and to further the objectives of Advocare.
- Provide any other support required for the team, utilising your capability and capacity.

Position duties and responsibilities.

- Support and build capacity of aged care consumers to understand Home Care and aged care service costs, financial statements and invoicing, home care pricing schedules and pay arrangements, including self-managed packages.
- Facilitate engaging education sessions for residents, older persons, their families, and staff in aged care facilities and home care services across Western Australia, covering aged care access, client rights, elder abuse prevention, and if required aged care service costs, including home care fees and statements.
- Resolve complex financial advocacy cases.
- Support advocates to understand Home Care service costs, financial statements and invoicing, home care pricing schedules and pay arrangements and build their capacity to provide resolve complex financial advocacy cases and provide effective advocacy for aged care consumers in this area.
- Attend advocate team meetings and discuss client cases and work collaboratively with other advocates.
- Develop productive working relationships with internal stakeholders (OPAN, Aged Care Advocates, Team Leaders, Advocates, Intake Officers, etc.) and external stakeholders (Older persons, Aged Care Quality & Safety Commission, Services Australia FIS Officers and Aged Care Specialist Officers (ACSOs), Aged Care Service Providers, Financial Counsellors, Legal Services, and other identified referral organisations)
- Provide systemic advocacy locally through engagement with aged care service providers about potential improvements to invoices and statements to improve consumer understanding.
- Identify and support local systemic advocacy in this area.
- Contribute to systemic advocacy nationally by providing regular feedback relating to the consumer experience of Home Care and Aged Care Costs OPAN.
- Enter all statistics correctly into the client data base system.
- Inform clients of the Advocare complaints process and refer all client complaints to the Senior Advocate for further investigation.
- Facilitate client feedback where appropriate.
- Any other duties, as required.

Advocacy Team duties

- Research changes to legislation and processes that affect aged care clients and communicate changes with Advocare team members
- Actively engages and contributes to Advocare's vision, purpose, and values.
- Participates in team meetings, team building, planning and development discussions, evaluations, supervision sessions, training sessions, and review activities, leading these activities where required in the context of your role.
- Identify opportunities for improvement and liaise regularly with other staff within Advocare to foster a culture of continuous improvement.
- Develops and maintains networks within your professional capacity, to both grow your capability and to further the objectives of Advocare.
- Provide any other support required for the team, utilising your capability and capacity
- Ensure compliance with internal policies and procedures including but not limited to The Advocare Code of Conduct.
- Ensure service delivery to clients is in line with the Charter of Aged Care Rights 2019.

Specific Requirements

Pre-requisite Criteria	essential	optional
Tertiary qualification in a finance related or equivalent experience.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A minimum of 2 years' experience working in the not-for profit, health, aged care or human services sector.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Willingness to travel to across metropolitan and regional WA with some overnight stays	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proof of up-to-date influenza vaccination or willingness to obtain (unless appropriate exemption granted).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
National Criminal Record Screening Clearance (Less than 3 months old)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Medical and fitness for work	<input checked="" type="checkbox"/>	<input type="checkbox"/>
C or CA Class Driver's License	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Work Related Requirements

Essential

- Experience supporting aged care consumers to navigate the financial management and reconciliation of received services and resources, ensuring needs are met and resources properly utilised.
- A sound knowledge of aged care finance and its relationship to Services Australia, including Centrelink
- Highly developed interpersonal skills including liaison and negotiation skills
- High-level organisation skills including well-developed priority-setting skills and the ability to meet deadlines
- Experience working with vulnerable and disadvantaged members of the community
- An understanding and experience in advocacy or consumer education initiatives
- Well-developed ability to interpret complex financial information and communicate it in a clear and simple manner.

Signing Page

**Approved
by**

Date

Review and discuss Role Expectations:

Manager

Date

Employee

Date