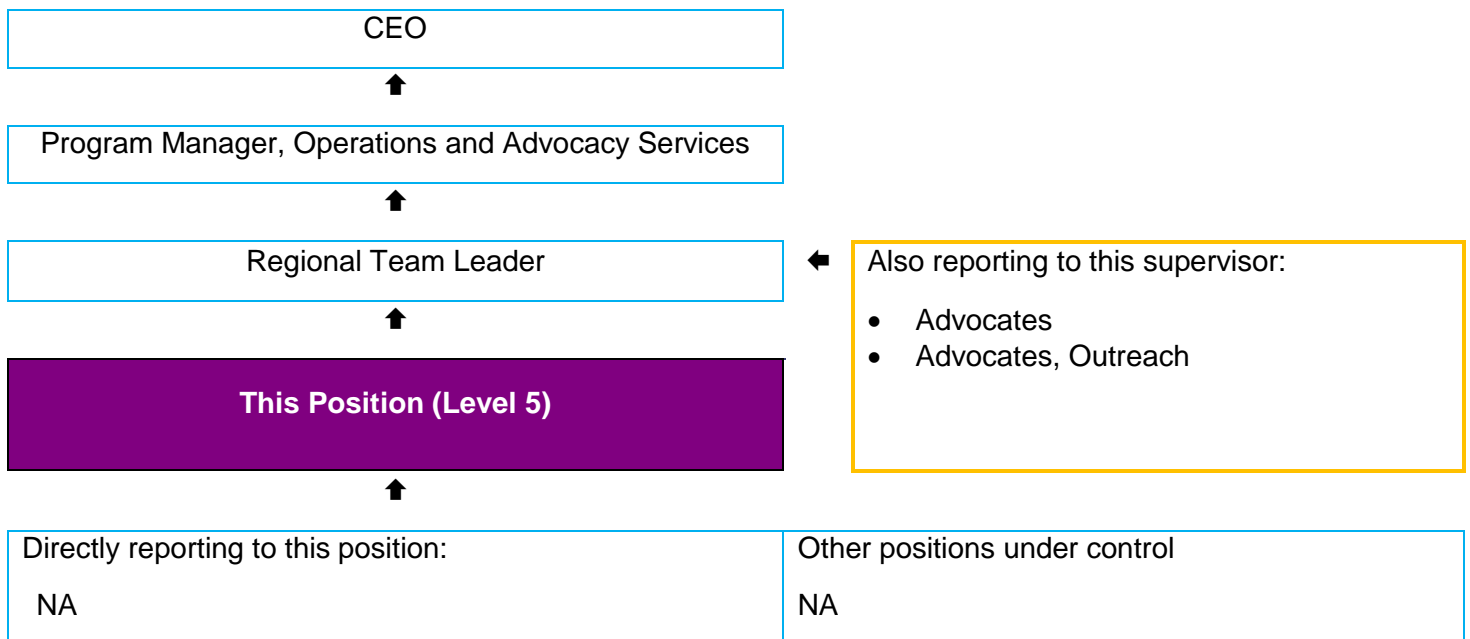


## Job Description

# Advocate, Outreach

## Reporting Relationships



### Organisation

Advocare aims to support and protect the rights of older people in Western Australia through information, advocacy and education. We walk alongside our clients every step of the way.

### 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 the Advocare Team has in common, is the belief in Social Justice – that human rights do not diminish with age.

### Position Overview

The primary purpose of this multi-faceted position is to provide advocacy, information and education to older people to assist them to understand their rights and to have them respected. The role will include approved travel within the regions and involves phone and direct (face to face) client contact to deliver information and advocacy support. Advocates also engage with and deliver educations to families and carers, aged and community care staff, health and welfare professionals and community groups to raise awareness of the rights of older people and the prevention of all forms of elder abuse.

The position reports directly to the Regional Team Leader and works collaboratively with and supports their Advocacy colleagues and the wider Advocare team to further Advocare's objectives.

## Accountabilities

Your specific accountabilities include these aspects.

### Position Specific Duties

- Perform client service activities via:
  - answering incoming calls to Advocare's main phone line and providing information and, where appropriate, advocacy to eligible clients.
  - face to face client interactions (by appointment where possible), providing information and, where appropriate, advocacy to eligible clients.
- Facilitate presentations / education sessions with residents, older persons, their family members and staff of residential aged care facilities and home care services throughout the region Education sessions cover the process of aged care, how to access it and client rights in the system and raise awareness of elder abuse and how to stay safe.
- Participate in the development and review of educational resources.
- Attend advocate team meetings and discuss client cases, and work collaboratively with other advocates.
- Enter all statistics correctly into the client data base system.
- Maintains appropriate records and documentation consistent with the relevant policies and instructions of Advocare.
- Facilitate client feedback where appropriate.
- Provide case studies on a monthly basis
- Build respectful, working relationships with other service providers in the sector.
- Participate in new service delivery projects and assist to grow the Advocare brand.
- Identify gaps in service provision for older people and communicate these opportunities to the Advocate Team Leader.
- Identify systemic advocacy issues and report known issues to the Advocate Team Leader for communication to appropriate persons.
- Undertakes training / professional development and shares learning.
- 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, mission, 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 (on occasion this will involve travel to the metropolitan Perth office. Travel arrangements will be organised and financed by Advocare).
- 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.
- Ensures compliance with internal policies and procedures including but not limited to the Advocare Code of Conduct
- Ensures compliance with external policies, procedures and legislation including but not limited to The Aged Care Act 1997 and The Charter of Aged Care Rights 2019

## Our Vision, Mission and Values

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

### Our Vision

Power, respect and informed choice for older people.

### Our Mission

Provide an independent voice on behalf of older people, informing service delivery and influencing practice “empowering older people”.

### 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.

## Specific Requirements

Pre-requisite Criteria	essential	optional
Relevant qualification or equivalent experience in similar role	<input checked="" type="checkbox"/>	
Facilitation/ Presentation Experience	<input checked="" type="checkbox"/>	
Proof of up-to-date influenza vaccination or willingness to obtain (unless appropriate exemption granted).	<input checked="" type="checkbox"/>	
National Criminal Record Screening Clearance	<input checked="" type="checkbox"/>	
Medical and fitness for work		<input checked="" type="checkbox"/>
C or CA Class Driver's License and access to a reliable vehicle	<input checked="" type="checkbox"/>	

## Work Related Requirements

- Confident and passionate individuals with significant experience and knowledge of working in an advocate, case manager, and/or customer/client service role within the Aged Care sector
- Demonstrated understanding of the aged and community care sector, from CHSP to residential aged care, including special needs groups.
- Commitment to delivering quality customer service, working empathetically with clients to ensure we deliver rights-based and client-focused services.
- The ability to work well within a small team with minimal supervision.
- Strong computer literacy, outlook, word and power point and client data management system.
- Confident facilitation/ presentation/ public speaking skills to deliver group education sessions.

## Signing Page

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**Approved  
by**

**Date**

Review and discuss Role Expectations:

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**Manager**

**Date**

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**Employee**

**Date**