

## Job Description

# Senior Program Officer

### Reporting Relationships

CEO



Program Manager – Advocacy



**This Position**  
**SCHADS LEVEL 5**



Also reporting to this supervisor:

- Team Leaders – Education; Metro, Regional
- Data Functions Analyst

**Directly reporting to this position:**

**Other positions that report to this role:**

### 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 role is to provide high-level operational and administrative support to the Program Manager overseeing the Advocacy Program. This role will focus on supporting the day-to-day operations, continuous improvements and projects that align with Advocare's business and strategic plans. The role will work closely with the Program Manager Advocacy to ensure high-quality, effective service delivery that meets the needs of target client groups. The role will also assist the Program Manager in preparing reports against contractual and KPI obligations. The position is also responsible for working collaboratively across the business 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

- Maintain, review, and improve operational processes and procedures, working under the guidance of the Program Manager, and exercising independent judgment where processes lack clarity.
- Collaborate with Advocare leaders and staff to identify and define project requirements, scope, objectives, and timelines. You will also consider financial implications and the expected outcomes of these projects or continuous improvement initiatives.
- Provide expert advice and research-based learning to support decision-making by the Program Manager and Team Leaders. This includes contributing to meeting or exceeding program contractual obligations and strategic alignment.
- Assist the Program Manager and CEO with the coordination and implementation of projects that align with the organisational strategy, ensuring thorough documentation and task breakdowns to achieve key milestones.
- Act as the primary point of contact for process improvement initiatives and projects, ensuring clear communication with stakeholders. Organise and attend meetings, documenting actions, decisions, and follow-ups.
- Engage in networking activities to build partnerships with other organisations, promoting Advocare's services and fostering collaborations.
- Assist in the preparation of grant applications and tenders, ensuring alignment with Advocare's goals and compliance with funding requirements.
- Play an active role in scoping and setting up new programs, providing multi-disciplinary advice as necessary, and ensuring the program aligns with Advocare's strategic direction.
- Monitor the improvement processes and proactively identify issues or risks. Where necessary, develop and present potential solutions and recommendations to Program Managers and Team Leaders.
- Maintain up-to-date knowledge of relevant legislation, policies, and procedures, ensuring all activities comply with external and internal standards.
- Assist in the preparation of reports to meet the requirements of external funding bodies as well as internal reporting obligations, ensuring accuracy and timeliness.
- Other duties as and when required.

## Specific Requirements

Pre-requisite Criteria	essential	optional
Tertiary qualification in a relevant discipline such as social work, community services, human services or equivalent experience.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience in community focused program development and/or project coordination	<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

- Advanced knowledge of My Aged Care systems and processes
- Demonstrated understanding of the aged and community care sector
- Sound knowledge of holistic client service support networks and organisations
- Strong project management skills, including experience in planning, implementing, and evaluating projects
- Excellent written and verbal skills.
- Well-developed facilitation/ negotiation skills in working with clients and engaging support service.
- 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

### Desirable

- Knowledge of Client Relationship Management (CRM) systems and reporting tools used in social and community services (e.g., Salesforce).
- Certifications in Grant Writing or Tender Management.

## Signing Page

**Approved  
by**

**Date**

Review and discuss Role Expectations:

**Manager**

**Date**

**Employee**

**Date**