

POSITION DESCRIPTION - ABORIGINAL AND TORRES STRAING ISLANDER ADVOCATE

Position Title:	Aboriginal and Torres Strait Islander Advocate
Accountable and reporting to	Manager - Advocacy Services
Hours:	38 hours per week
Location:	Shepparton
Issue Date:	25 February 2010

1.0 Key Performance Indicators

To competently perform in this position, the person should possess the following knowledge, skills and experience based upon the following 6 Key Performance Indicators.

- 1. PERSONAL & PROFESSIONAL DEVELOPMENT**
Demonstrated experience, willingness and understanding of the need for continuation of both personal and professional development.
- 2. CUSTOMER SERVICE**
Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external customers.
- 3. ADMINISTRATION & DOCUMENTATION**
Through the use of organisational processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.
- 4. TEAMWORK & COMMUNICATION**
Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of Regional Information and Advocacy Council Inc.
- 5. CONTINUOUS IMPROVEMENT**
Commitment to ensuring quality services are delivered to both internal & external clients through continuous improvement activities.
- 6. TECHNICAL SKILLS**
Demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.

2.0 Authority

- 2.1** Advocates are required and expected to take appropriate action at all times on behalf of clients – to ensure quality advocacy, information, community education and promotions services.

POSITION DESCRIPTION - ATSI ADVOCATE (continued)

3.0 Qualifications

3.1 Formal – would be regarded favourably
Diploma of Social Work/ Community Development
Certificate IV Advocacy

3.2 Informal

- Proven background in Health and Community Services Field
- Knowledge and understanding of the role of Advocacy.
- Experience working with Aboriginal and Torres Strait Islander people with disabilities, carers and frail aged and their families.
- Knowledge of disability services and current issues affecting people with disabilities within the Region.

4.0 Award / Agreement

Social, Community, Home Care and Disability Services Industry Award 2010 and The National Employment Standard

POSITION DESCRIPTION - ATSI ADVOCATE (continued)

K.P.I 1

Responsibility

Personal & Professional Development

Demonstrated experience and understanding of the need for continuation of both personal and professional development

- o Continually develop professionally and personally to meet the changing needs of the position, career and disability advocacy services.
- o Attend training sessions provided by Regional Information and Advocacy Council Inc and be actively involved in other training and personal and professional development as identified through Performance Management
- o Participate in the Performance Management Process

K.P.I 2

Responsibility

Customer Service

Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external customers

- o Act in a professional manner at all times when dealing with internal and external customers/clients
- o Positively promote Regional Information and Advocacy Council Inc both internally and externally
- o Provide prompt and courteous service to all customers/clients, families and/or carers, colleagues, program providers and the community
- o Refer customers/clients to organisation that can support them best.
- o Make contact with clients within 5 working days of initial intake.
- o Maintain confidentiality on all issues relating to Regional Information and Advocacy Council Inc, Clients and fellow colleagues
- o Treat all customers/clients with respect and equality, whilst being responsive to their needs
- o Dress and personal presentation to reflect Regional Information and Advocacy Council Inc Standards and OH&S requirements.
- o Liaise with people with disabilities, their families and carers, community organisations, program providers, specialist staff and with other service providers, and other advocacy organisations.

POSITION DESCRIPTION - ATSI ADVOCATE (continued)

K.P.I 3

Responsibility

Administration & Documentation

Through the use of organisational processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- o Ensure all documentation is accurate and completed in a professional and timely manner
- o Maintain accurate and timely records of consumer files.
- o Collect data for statistical purposes
- o Complete incident reporting procedures as required
- o Prepare all reports/ complete questionnaires as directed by the CEO.
- o Complete formal communications with carers and external services as required
- o Complete entries in log books for vehicles, as required
- o Co-ordinate the development of the RIAC newsletter as required.
- o Complete entries into diaries / information books as required

K.P.I 4

Responsibility

Teamwork & Communication

Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of Regional Information and Advocacy Council Inc.

- o Promote the Regional Information and Advocacy Council Inc Mission, Purpose and Philosophy, Code of Conduct and Team Charter through educational services to community groups and organisations.
- o Demonstrate the ability to work positively within a team environment to achieve team goals
- o Work harmoniously with other team members to achieve service delivery excellence
- o Resolve any workplace conflict in a professional manner and through the processes outlined in the Regional Information and Advocacy Council Inc Policies and Procedures
- o Maintain and initiate regular and professional communication with colleagues and manager
- o Attend team meetings and lead discussions on allocated agenda items
- o Attend meetings with external services as required

POSITION DESCRIPTION - ATSI ADVOCATE (continued)

K.P.I 5

Responsibility

Continuous Improvement

Commitment to ensuring quality services are delivered to both internal and external customers through continuous improvement activities

- o Participate in and contribute to quality improvement programs and Regional Information and Advocacy Council Inc (RIAC) activities to work towards maintain the Quality Management system and Accreditation Standards
- o Participate in and contribute to the Regional Information and Advocacy Council 3 Year Strategic Plan, and annual business plans
- o Participate and contribute in Occupational Health and Safety activities to ensure a safe work environment for clients, staff, visitors and community
- o Have input into the continuous improvement of all policies and procedures that support the inclusion and participation of clients
- o Identify generic services that people with disabilities can use where appropriate.

K.P.I 6

Responsibility

Technical Skills

Demonstrated knowledge and application of skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- o Provide an advocacy service to all people, in line with RIAC's vision and mission statements
- o Participate in public consultations relevant to disability issues.
- o Identify service needs/ gaps and report them to the CEO.
- o Lobby, arrange deputations to all levels of Government and other relevant organisations, in order to better the services for people with disabilities and carers.
- o Use and promote the Disability Discrimination Act wherever necessary.
- o Support existing support groups for people with disabilities and carers where necessary.

POSITION DESCRIPTION - ATSI ADVOCATE (continued)

K.P.I 6

Responsibility

Technical Skills (cont'd)

- o Encourage and recruit people with disabilities and carers to be involved in all levels of services and activities of the Regional Information and Advocacy Council Inc (RIAC).
- o Encourage the establishment of new support groups for people with disabilities and carers.
- o Disseminate information on identified issues throughout the region.
- o Contact and liaise with existing disability support groups in the region.
- o Develop and maintain networks with local and regional service providers.
- o Raise community awareness of identified issues.
- o Plan, prepare and deliver education programs and forums on identified issues as required.

Other Relevant Skills and Knowledge

1. Current drivers licence.
2. A police check and Working with Children Check is mandatory.
3. Employment is subject to acceptance of the terms and conditions specified in the individual employment agreement.
4. Some out of hours work travel and extensive travel will be necessary.
5. RIAC is an equal opportunity employer.
6. RIAC has a smoke free work place policy.
7. A motor vehicle will be provided to carry out the duties of the position.