



ADACAS
A D V O C A C Y



CANDIDATE INFORMATION PACK

COMMUNICATIONS AND COMMUNITY ENGAGEMENT OFFICER

CLOSE DATE: 11:59PM MONDAY 14th SEPTEMBER 2020

ACT DISABILITY AGED AND CARER ADVOCACY SERVICE
02 6242 5060 ADACAS@ADACAS.ORG.AU
Unit 14 Weston Community Hub, 6 Gritten Street, Weston ACT 2611

Position Summary

Communications and Community Engagement Officer

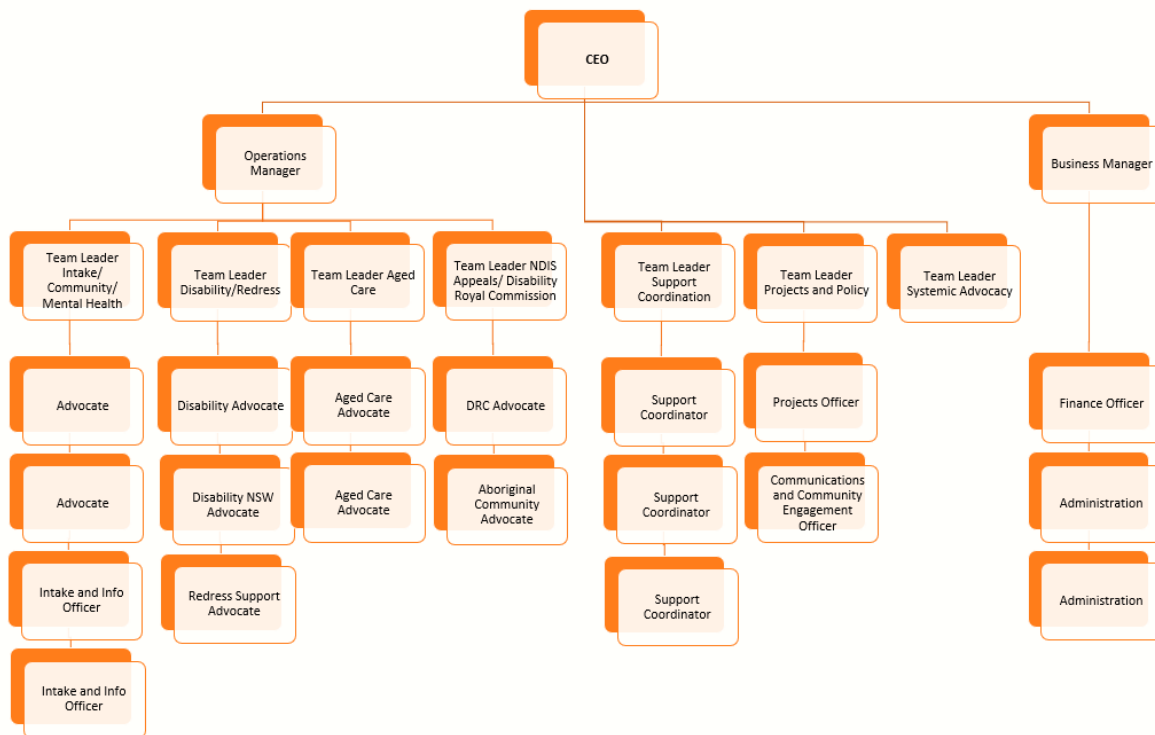
Location:	Unit 14, 6 Gritten Street, Weston A.C.T.
Term:	Permanent; Full-Time (38hrs/week)
Remuneration:	SCHADS Award Level 5 (\$80,296 - \$84,178) 9.5% superannuation Salary sacrificing opportunities
Reports To:	Projects Team Leader
Direct Reports:	N/A.
Annual Turn-over	Current turn-over is over \$2 million

About ADACAS

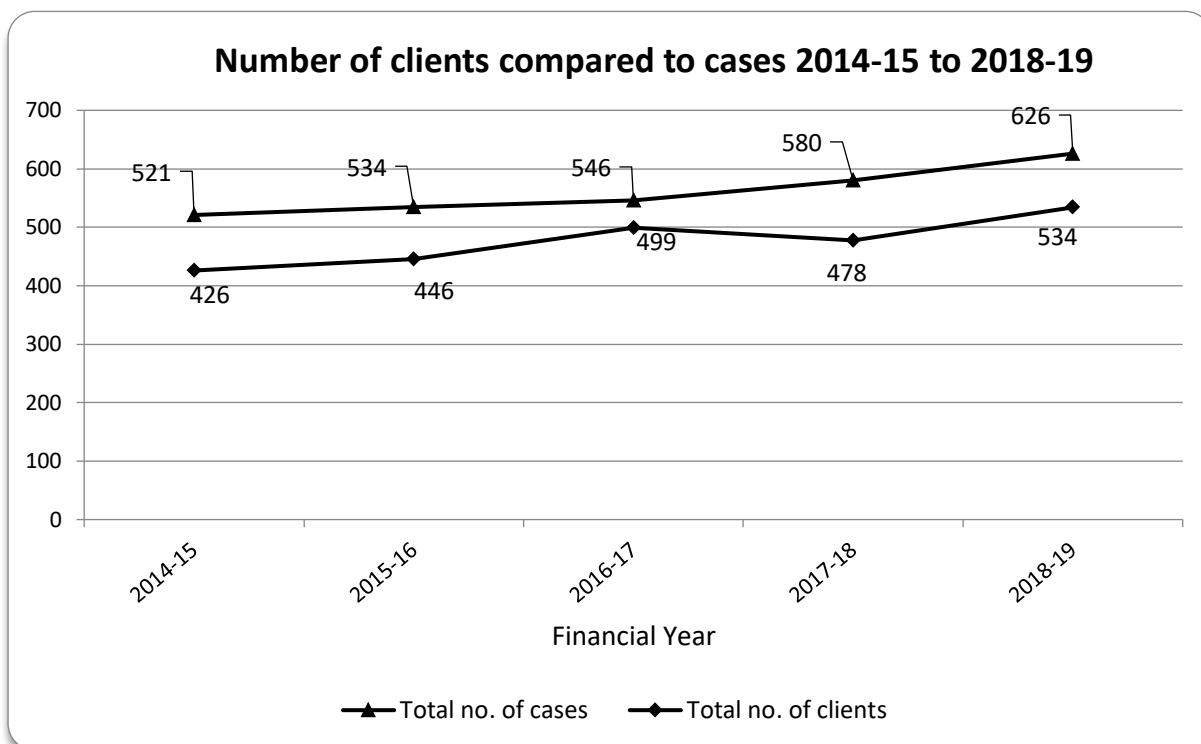
The ACT Disability, Aged and Carer Advocacy Service (ADACAS) was established in 1991, and has provided independent and free advocacy for people with a disability, people experiencing mental ill-health, older people, and carers ever since. Over the past 7 years, ADACAS has grown a branch of its service provision to systemically advocate for each individual's right to self-determination and to participate about their life via the Supported Decision Making team.

ADACAS is a human-rights focused organisation, which will celebrate its 30th year of operation in 2021. ADACAS currently employs around 25 staff, who provide:

- Individual advocacy for and with people with disability, people experiencing mental ill health (or psychosocial disability), older people (65+ and 50+ for Aboriginal and Torres Strait Islander peoples), and carers.
- Support Coordination. Assisting NDIS participants to access supports in line with their funding package.
- Redress Support. Providing support to individuals who have experienced institutional child sexual abuse and exploring options including redress.
- AAT Appeals Support. Ensuring people with disability are supported in being able to appeal a decision made by the NDIS.
- Older persons advocacy for older people (65+ and 50+ for Aboriginal and Torres Strait Islander peoples) either living in an aged care facility or their home.
- Disability Royal Commission support. In late 2019 ADACAS was funded to provide support to people making submissions to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. The Disability Royal Commission is scheduled to run until the end of June 2022.

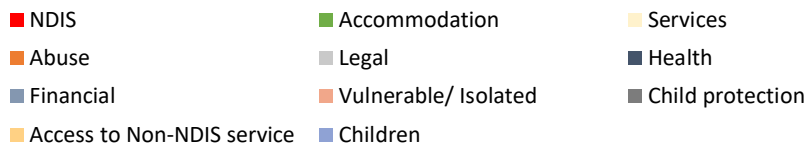
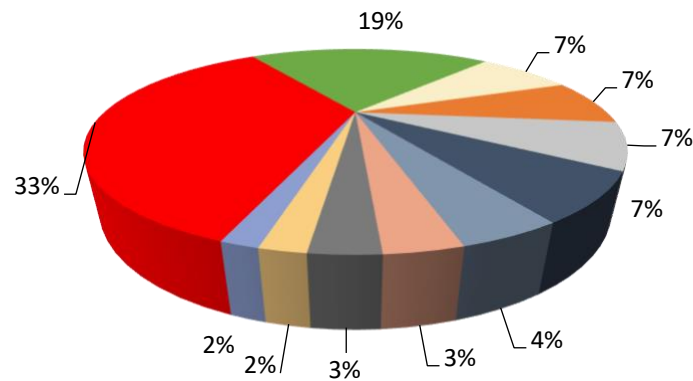


Organisation Chart



ADACAS provided advocacy to 534 individuals over 626 various issues in 2018-2019

Distribution of Client Advocacy Issues 2018-19 (%)



NB: 'Other' includes the following issues which range from 0-1% in value; Discrimination, Employment, Education, Recreation, Disability Service Complaint, Transport, Physical access, Equipment aids, Government payments and community inclusion.

During 2018-2019 one third of issues faced by advocates related to the NDIS

More information on ADACAS' activities during the financial year 2018-2019 can be found in the Annual Report of 2018-2019 on the website at;

<http://adacas.org.au/about-adacas/corporate-information/>

ADACAS Strategic Plan

In October 2018, ADACAS Board members and staff joined together for a one-day facilitated strategic planning session, in which everyone involved had the opportunity to help coordinate the direction of ADACAS' operations over the next 3 years. ADACAS currently operates under a 3 year strategic plan (2019-2022) with the following areas of focus;

- Continue to adapt and respond to the changing needs of our clients and achieve excellence in service delivery.
- Take a leading role to achieve social justice for vulnerable groups in the areas we serve.
- Work with community and government to make the ACT more inclusive and responsive to diversity.
- Continually improve and consolidate ADACAS' core resources and management to support its future operations.
- Review ADACAS' corporate structure to support growth and provide safeguards against future challenges.

Detail's of each focus area of the strategic plan can be found on the adacas website at;

<http://adacas.org.au/about-adacas/strategic-plan/>

About the role

The Communications and Community Engagement Officer (CC Officer) is responsible for the development, provision and distribution of communication material related to ADACAS organisational activities. ADACAS clients may include people with disability, people experiencing mental ill-health, older people, and carers. As part of this role you may need to support individuals to connect with the NDIS and other services within the community which may come via community outreach sessions. The CC Officer, under the general direction of the Projects Team Leader, will be required to exercise professional judgement and initiative in response to moderate to complex advocacy issues whilst maintaining accountability within the organisation's framework. In addition, the CC Officer will assist in community education and connection with targeted communities, develop and deliver education sessions to cultural and linguistically diverse (CALD) groups and to provide information about the NDIS and broader supports available in the community. The CC Officer will also co-ordinate online and social media content and advertising as we maintain and develop ADACAS social media platforms and update the News section of the website.

Position Description

Communications

- Improve awareness and knowledge of participants, potential participants and communities about ADACAS, the NDIS and issues affecting people with disability via social media, blogging and any other current mediums.
- Generate greater awareness for ADACAS, and its role within the community
- Reduce barriers of access to service by providing outreach to people with disability and their carers from CALD backgrounds.
- Development, production and distribution of regular posts on social media and updates of News section of the website.
- Increase media engagement (i.e. make ADACAS the go to place for media in relation to relevant disability/ housing/ SDM issues).

Relationships management and external promotion

- Represent ADACAS at events as delegated and at designated agency network meetings.
- Establish and maintain effective relationships with government officials and other service providers as required and take part in meetings with representatives.
- Contribute to identifying potential education and promotional activities.
- Deliver education about ADACAS and its activities to groups in the community.
- Deliver training sessions in educational institutions about the work of ADACAS' advocacy, projects and support coordination as well as any other work that ADACAS has expertise in.
- Identify and establish positive and productive relationships between clients, service providers, the NDIA and ADACAS

Reporting

- Record and input information accurately into the ADACAS Case Management System (CMS) within agreed timeframes.
- Monitor data and reports generated from the CMS in the areas of the Advocate's responsibility and contribute to the reporting of data to the relevant funding bodies.
- Provide fortnightly timesheets, which reflect actual working hours when compared with the CMS, to the Project Team Leader

Systemic Advocacy

- Help identify key trends, including potential and actual systemic advocacy issues and contribute to the development and implementation of appropriate responses.
- Assist ADACAS in the preparation of reports and submissions which address identified systemic issues.
- Assist ADACAS at enquiry hearings and other forums where systemic advocacy issues are being discussed, as determined by the CEO and Management Team.

Quality assurance

- Apply a continuous improvement and quality assurance ethos within areas of responsibility.
- Work individually as well as part of a team of Advocates to achieve and improve the quality of client outcomes.
- Contribute to the development and improvement of the ADACAS quality management system.

Member of the Staff Team

- Where required, actively leads and/or participates in team meetings, meetings with external stakeholders and services regarding projects Demonstrate knowledge of and commitment to the rights of the people ADACAS works with, and the role of advocacy and support coordination within the social services system.
- Actively participate in regular Intake and Staff Team meetings, along with planning, budget and other meetings that may require Staff Team input.
- Undertake regular supervision and performance appraisal with the Project Team Leader.
- Demonstrate and model cultural competency in everyday work.

Administration and organisation

- Practice and model effective time management in line with ADACAS policy,
- Ensure scheduled meetings and appointments are attended,
- Ensure all activities within responsibility are recorded accurately on CMS and are up to date (basic legal note taking training provided) and,
- Ensure all duties are undertaken within the hours allocated to the position, and manage this time to limit the requirement for overtime.

Behaviours

- Demonstrates integrity and commitment to ADACAS, maintaining a strong work ethic at all times.
- Demonstrates integrity, empathy and compassion towards the organisation's client groups.
- Operates autonomously whilst maintaining accountability and working within organisational frameworks.
- Demonstrates a high level of judgment when faced with complex situations.
- Demonstrates a willingness to undertake reflective practice for self-development.
- Demonstrates an openness to learn from others, take on constructive feedback and provide solutions.

Selection Criteria

In order to be selected for this position, applicants first need to demonstrate how they meet the essential and desirable criteria associated with the role. The attached Position Description provides information about the general duties of the role, and attached are particular specialisations associated with certain positions. In this case you are applying for a role which has a principal focus of Communications and Community Engagement Officer functions, and the selection criteria below reflect this. We ask that applicants write a brief statement of claim addressing all the criteria below.

CRITERIA:

1. Personal Qualities (Essential)
<ul style="list-style-type: none">• A commitment to human rights and social justice for all people.• Positive attitude and ability to work cohesively with other staff.
2. Skills (Essential)
<ul style="list-style-type: none">• High level written and verbal communication skills.• Proven experience in creating multimedia content on various social media platforms and maintaining websites• Ability to manage and monitor publicity and media activities, including handling event enquiries, community and organisational requests for promotional involvement.• Demonstrated success in achieving high quality outcomes in project management.• Ability to adjust communication style to suit the diverse needs and preferences of clients and their circumstances• High level of skill and in-depth understanding of marketing and communications.• Creative flair, versatility, conceptual/visual ability and originality.
3. Knowledge and Experience (Desirable)
<ul style="list-style-type: none">• An understanding of and experience working with people with disability, older people, or people experiencing mental ill-health• Experience in connecting and creating referral networks in the community• Knowledge of and commitment to workplace diversity, workplace health and safety, and consultative work practices.• Ability to communicate in a second language.
4. Qualifications (Desirable)
<ul style="list-style-type: none">• Tertiary qualifications in communications or in community/social work or relevant discipline

Equal Employment Opportunity (EEO)

ADACAS is an advocacy agency based on the foundation of fundamental human rights and social justice for all people. ADACAS is an organisation which values and celebrates diversity. ADACAS recognises that this diversity, as demonstrated by the infinite variety of people, is a natural occurrence which adds to the richness of ADACAS, our community, and our own lives.

We recognise that the community as a whole becomes richer and stronger when people with different life experiences are able to make their contribution. As the broader community comes to experience and accept “different-ness” within itself, so the lives of people who are made vulnerable to discrimination and marginalisation, in particular, through disability or age-related disability, are made more secure and fulfilling. It is within this context that the ADACAS EEO policy has been developed.

The ADACAS Management Committee is committed to ensuring that people who are the most competent, in their personal attributes, skills, experience and qualifications, and committed to promoting, protecting and defending the rights and welfare of people made vulnerable through disability and/or age are employed by ADACAS. ADACAS is an “equal opportunity” employer. ADACAS will not unlawfully discriminate against anyone in employment policies and practices, including recruitment, training, development and promotion, on the basis of (including, but not limited to):

- age;
- gender and transgender;
- sexual identity and preference;
- pregnancy;
- disability;
- race, colour, ethnic or ethno-religious background, descent or nationality;
- marital status; and
- carer’s responsibilities.

ADACAS unequivocally upholds the rights of people with any of the characteristics in all of the groups listed above to live their life as they choose without harassment.

Recruitment

People with these characteristics are encouraged to apply for any position vacant at ADACAS. The most suitable candidate will be selected for interview. This will be determined by reference to the selection criteria for the position, and each individual candidate’s experience, qualifications and referees’ reports.

How to apply

Your application should consist of:

- a statement of claim, addressing all of the selection criteria;
- a résumé;
- details of at least 2 referees [(email and phone contact) who can verify your claims; and
- a covering letter explaining why you are interested in this role

E-mail your application to:

adacas@adacas.org.au

Or you may send your application by post to the following address:

ADACAS, PO Box 3167, Weston Creek ACT 2611

Please send all postal applications 1 week in advance to avoid delays.

What will happen then?

We can only acknowledge receipt of your application by e-mail, so please include your e-mail contact details as part of your application.

We will review all applications and short-list applicants on the basis of their claims against the selection criteria. Those people selected will be contacted to make arrangements for an interview. At that time, please let us know at this time if you have any special requirements in respect of your interview.

After the interviews ADACAS will make an interim decision, based on your claims against the selection criteria and your performance at interview. We may contact your referees to verify your claims and our findings and will request a Police Check as part of the Working with Vulnerable People Check for the preferred applicant, (see below). We will then contact you to discuss details of when you might start work etc.

If you are not successful once interviewed we will advise you in writing. You may request additional information on why you were not successful by arranging a return contact time to discuss the outcome.

Police Check/ Working with Vulnerable People Check

At ADACAS, staff work with people with disability and older people who are disadvantaged and/or vulnerable. To ensure the safety of our clients a police check and a Working with Vulnerable People Check (WWVPC) will be conducted on all ADACAS employees. ADACAS will meet the costs of the Police Check and WWVPC.

If you are being considered for appointment, ADACAS will ask you to forward a signed authority form for the Police Check and WWVPC. If you do not forward the authority

form within 5 days, we will assume you no longer wish to continue with your application.

It may take several weeks for the check to be completed, and ADACAS may appoint you on an interim basis pending receipt of the police report and WWVPC. If this occurs you will be asked to sign a statutory declaration that you are a fit person to interact with vulnerable clients. In the event the report reveals convictions as detailed above, your employment may be terminated.

Conditions of Employment

ADACAS employs staff under conditions which are equal to or better than those contained in the Social, Community, Home Care and Disability Services Industry Award 2010. A copy of the Award is available for perusal at the ADACAS offices.

The salary for the position is dependent on skills and experience. Salary Packaging up to \$30,000 (grossed up) is available.

The position is permanent/ ongoing. The hours are 38 hours per week and a six month probation period will apply.

ADACAS hours of operation are 9am to 5pm Monday to Friday. ADACAS is a “family friendly” agency, and hours/days of work will be negotiated to ensure a mutually beneficial arrangement. Additional work beyond these hours may be offered to staff occasionally which are outside normal core hours, which require pre-approval.

More information about this position

In this position you will generally be working with people with disability, experiencing mental ill-health or people who are older and frail. Your duties are covered in the Position Description.

ADACAS will provide you with a detailed orientation and induction to the agency and your new job.

Where to get more information:

The ADACAS website is www.adacas.org.au or contact the Project Team Leader, Ivette Gonzalez via email ivette@adacas.org.au or phone (02) 6242 5060

Thank you again for your interest.

Yours sincerely,



Michael Bleasdale
Chief Executive Officer