

Aged Care Advocate (Identified position)

This is an identified position. ADACAS considers that being Aboriginal or Torres Strait Islander is a genuine occupational requirement under the Racial Discrimination Act 1975. The purpose of this role is to provide advocacy to the Aboriginal and Torres Strait Islander community.

- Part time, full-time or job share considered
- Aboriginal or Torres Strait Islander applicants only

Position Summary

Aged Care Advocate - Identified Position

Location: Unit 14, 6 Gritten Street, Weston ACT
Term: Permanent; Part time (minimum 3 days per week) or full time (38 hrs/week) or will consider job share arrangement
Remuneration: SCHADS Award Level 5 (\$42.94 per hour and \$84,849.44 pa) + 10% super Salary sacrificing available
Reports To: Older Persons Team Leader
Direct Reports: N/A

About ADACAS

ADACAS (ACT Disability Aged and Carer Advocacy Service) is a leading advocacy service with a 30-year history. ADACAS provides free advocacy and information to people in Canberra and on the South Coast of NSW living with disability, experiencing mental ill-health, older persons and their carers. We are an independent human rights organisation. We believe that all people have an equal right to enjoy their human rights.

About the Role

ADACAS is seeking applications for an Aboriginal & Torres Strait Islander Advocate for the ACT. The role could be part time, full time or job share. This position is a SACS level 5.1 position under the Social, Community, Home Care and Disability Services Industry Award 2010.

The Aged Care Advocate advocates for people receiving, or eligible to receive, aged care services. This involves helping older people to exercise their rights through an advocacy process which includes providing information, education, advice and support.

Key responsibilities include:

- Support and/or represent ADACAS clients.
- Help identify key trends, including potential and actual systemic advocacy issues.
- Represent ADACAS at events and agency network meetings as required.
- Work collaboratively as a member of the team and seek to improve the quality of service through an ethos of continuous improvement via reflective practice, training and education provided internally and externally.

- Establish and maintain effective relationships with community partners, service providers, Government agencies and other stakeholders as required and take part in meetings with representatives.
- Maintaining accurate and timely client notes and records of all work performed.

Selection criteria

Essential

- Be an Aboriginal and/or Torres Strait Islander and be an active member within your community in Canberra.
- Demonstrated understanding of the issues Aboriginal people face when accessing services, entitlements and / or exercising their human rights.
- Communicate sensitively, and engage effectively with, Aboriginal people and communities in a way that foster mutual respect and regard.
- Experience working with, and / or advocating for, people with a disability, older people, and people experiencing mental ill health.
- Experience working in the community service sector or similar.
- Ability to cope with complex cases and apply stress management techniques.
- High-level organisation skills and time management.
- Demonstrated computer literacy including competency in Microsoft Office Programs including Word, Excel and Outlook. Ability to use, and enter accurate information into, client databases.

Desirable

- Demonstrated ability to understand and apply legislation, policies and procedures, including the ability to identify issues and problem solve.
- An understanding of or experience with Government legislation, processes and services in relation to aged care, disability and mental health.
- Ability to write factual accounts of discussions / interactions with clients and other stakeholders.

The successful applicant will hold, or be able to obtain, a Working with Vulnerable People (WWVP) registration, current National Criminal Record Check and have a current driver's licence. All ADACAS employees are required to have an annual influenza vaccination and be fully vaccinated against COVID-19 (verification required prior to commencement of employment).

What's on Offer

- A rewarding opportunity that can make a difference within your local community
- Ongoing training and learning opportunities
- Great place to work and a supportive team, including other Aboriginal staff.
- Generous Salary Packaging Benefits - \$15,900 tax free

ADACAS also recognises the importance of diversity. We are committed to providing a work environment in which everyone is included, treated fairly and with respect.

To apply

Your application should consist of:

- a cover letter addressing the selection criteria and why you are interested in the role;

- a resume; and
- details of at least 2 referees [(email and phone contact)]

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 one 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 your responses 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 will 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.

If you are not successful after your interview, 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.

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 at the ADACAS office or you can view the Award at www.fairwork.gov.au.

The salary range for the position has been mentioned and the range will be dependent on the individual's level of skill and experience. Salary Packaging up to \$30,000 grossed up is available.

The position is ongoing subject to funding. 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.

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 Older Persons Team Leader, Gwen Davies via email gwen@adacas.org.au or phone (02) 6242 5060.

Thank you again for your interest.

Position Description

Job Title	Advocate (general position descriptions for Advocates @ ADACAS)
Location	Canberra ACT
Manager	Team Leader
Direct Reports	Nil
Salary	SCHADS Award, Level 5

About ADACAS

ADACAS (ACT Disability Aged and Carer Advocacy Service) is a leading individual advocacy service in Canberra and South Coast NSW. ADACAS provides individual and systemic advocacy to people with disability, older people and their family carers and also delivers other project activity consistent with our vision and mission. We are passionate about asserting, promoting and protecting human rights and speaking up on behalf of people who cannot speak up for themselves. Our vision is a world in which everyone can exercise their rights and responsibilities, lead lives of value and dignity and pursue their dreams. ADACAS has a strong reputation as a human rights organisation and participates in a range of opportunities, both locally and nationally to influence change on behalf of our client groups.

Position Summary

An Advocate is responsible for the provision of individual advocacy to ADACAS clients who may include people with disability, people experiencing mental ill-health, older people, and carers. An Advocate will be required to exercise professional judgement and initiative in response to moderate to complex advocacy issues whilst maintaining accountability within the organisation's frameworks.

Key Responsibilities

Individual Advocacy

- Support and/or represent ADACAS clients, applying a best practice approach in individual advocacy.
- Ensure that all activities are recorded accurately in the CMS.
- Escalate any issues or concerns with the Team Leader in a prompt and timely manner.
- Help identify key trends, including potential and actual systemic advocacy issues.
- Represent ADACAS at events as delegated and at designated agency network meetings.
- Work collaboratively as a member of the team and seek to improve the quality of service through an ethos of continuous improvement via reflective practice, training and education provided internally and externally.
- Establish and maintain effective relationships with community partners, service providers, Government agencies and other stakeholders as required and take part in meetings with representatives.
- Ensure all duties are undertaken within the hours allocated to the position and manage this time to limit the requirement for overtime.

Reporting

- Ensure all activities are recorded accurately on IVO (CMS) and are up to date.
- Contribute to the reporting of data for their Team Leader in a timely manner.
- Provide fortnightly timesheets, which reflect actual working hours when compared with IVO, to the Team Leader.

Personal and professional development

- Undertake regular supervision and performance appraisals with the Team Leader.
- Actively participate in any scheduled staff team meetings, planning, budget and other meetings that require input from staff.
- Undertake regular clinical supervision.

Skills and Experience

Experience and knowledge

- A strong commitment to work within a human-rights framework and take a restorative practice approach
- Experience working with and or advocating for people with a disability, older people, people with mental ill health, CALD community and Aboriginal and / or Torres Strait Islander peoples.
- Demonstrated ability to understand and apply legislation, policies and procedures, including the ability to identify issues and problem solve.
- An understanding of or experience with Government legislation, processes and services in relation to aged care, disability and mental health.
- Experience working in the community service sector or similar.
- Knowledge and application of the MS Office suite of applications.

Skills

- Team player and self-motivated.
- Meeting facilitation.
- Networking, relationship building and collaborative working.
- Strong interpersonal communication skills (verbal and non-verbal including active listening, liaison, awareness of non-verbal cues and written communication).
- Ability to cope with complex cases and apply stress management techniques.
- Conflict resolution and problem-solving skills.
- High-level organisation skills and time management.
- Ability to write factual accounts of discussions / interactions with clients and other stakeholders.

Qualifications / Other Requirements

- A tertiary qualification in human services / social work / behavioural science / community services OR an equivalent combination of relevant experience / education / training.
- Current driver's licence
- Working with Vulnerable People (WWVP) card
- Current police check
- Annual influenza vaccination
- Fully vaccinated against COVID-19

Culture Charter

- **Social Justice** – We advocate for equitable access and fair and just outcomes via individual and systemic advocacy
 - **Integrity** – We are transparent, authentic and ethical in our work and guided by human rights principles
 - **Pursue Excellence** – We are continuously learning and working in collaboration & innovative ways to effect positive change & meaningful outcomes
 - **Reflective in our Practice** – We consciously work to build trust, increase self-awareness, and improve our practices through respectful and constructive dialogue
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Work Safety

ADACAS strives to provide a safe and healthy work environment for all employees, contractors and visitors. Its aim is to eliminate any hazard that could constitute personal injury or illness and it will do all that is reasonably practicable to ensure safe work practices are adopted and adhered to. Each employee is asked to take reasonable care to protect their own health and safety at work and also the health and safety of others in the workplace.

ADACAS is an EEO employer and we value diversity within our organisation.