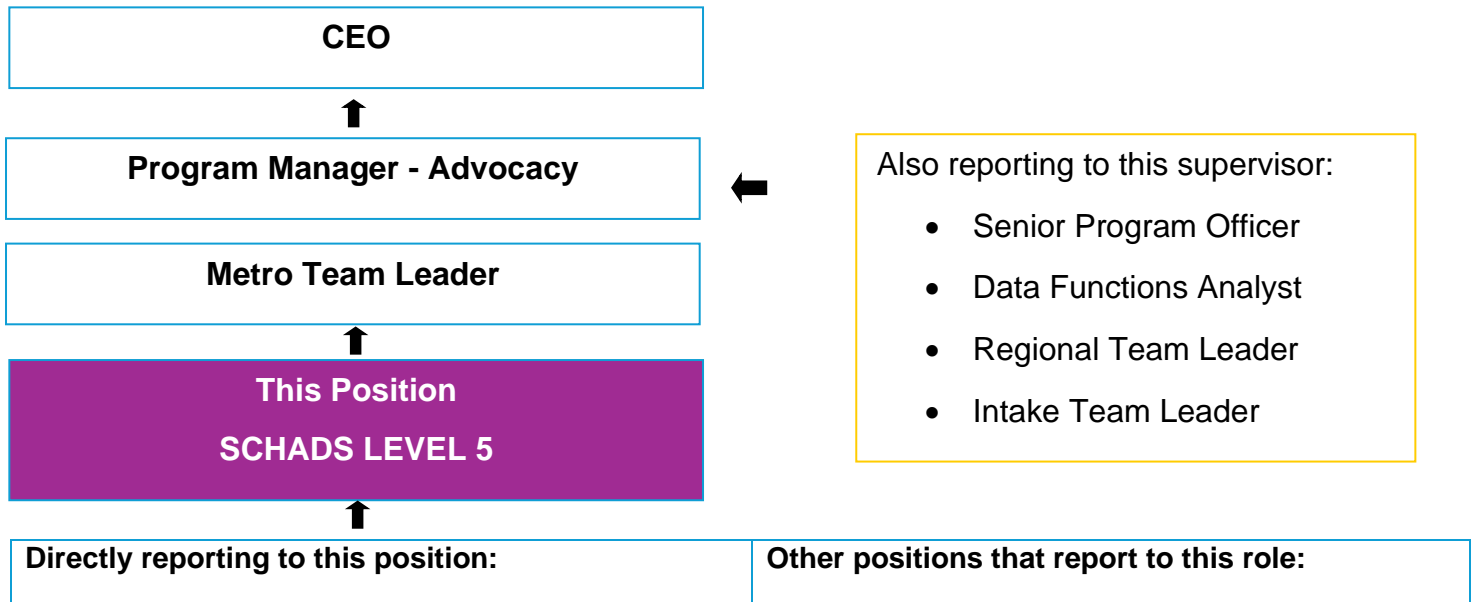


## Job Description

### Advocate Outreach - Metro

#### Reporting Relationships



#### 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 position is to provide advocacy, information and education to older people to assist them to understand their rights and to have them respected. 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 Metro Team Leader and works collaboratively with and supports their Advocacy colleagues and the wider Advocare team 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.

- Provide advocacy and information support to clients via face to face, electronic or telephone communication
- Deliver tailored education sessions for residents, older persons, their families and staff in residential aged care homes.
- Participate in the development and review of educational resources
- Undertake Stakeholder Engagement as per guidelines and operational manuals
- Attend Advocate team meetings and discuss client cases and work collaboratively with other Advocacy Team members
- Ensure high quality data entry in the Client Management System adhering to guidelines and procedures
- Maintain high quality records and documentation consistent with the relevant policies and instructions of Advocare
- Facilitate client feedback where appropriate and in line with Policy and Procedures
- Identify impactful case studies monthly for the purpose of OPAN reporting requirements,
- 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 Advocacy leadership team
- Identify systemic advocacy issues and report these to the Advocacy leadership team
- Any other duties as required

## Advocacy Team duties

- Research and maintain up-to-date information on changes relevant to the aged care sector and assigned Knowledge Champion areas of focus, and communicate changes with Advocacy team members
- Actively engage and contribute to 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.
- Develop and maintain networks within your professional capacity, to both grow your capability and to further the objectives of Advocare.
- Work collaboratively with your peers and if/when required, provide support within your capabilities and capacity to meet the needs of Advocare's service delivery.
- Ensures compliance with internal policies and procedures including, but not limited to, the Advocare Code of Conduct
- Ensure service delivery to clients is in line with relevant OPAN guidelines and framework and relevant aged care legislation and codes.

## Specific Requirements

Pre-requisite Criteria	essential	optional
Tertiary qualification in a relevant discipline such as, business, management, community work or equivalent experience.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Facilitation/presentation experience	<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

- 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 in-home to residential aged care services, 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

### Desirable

## 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**