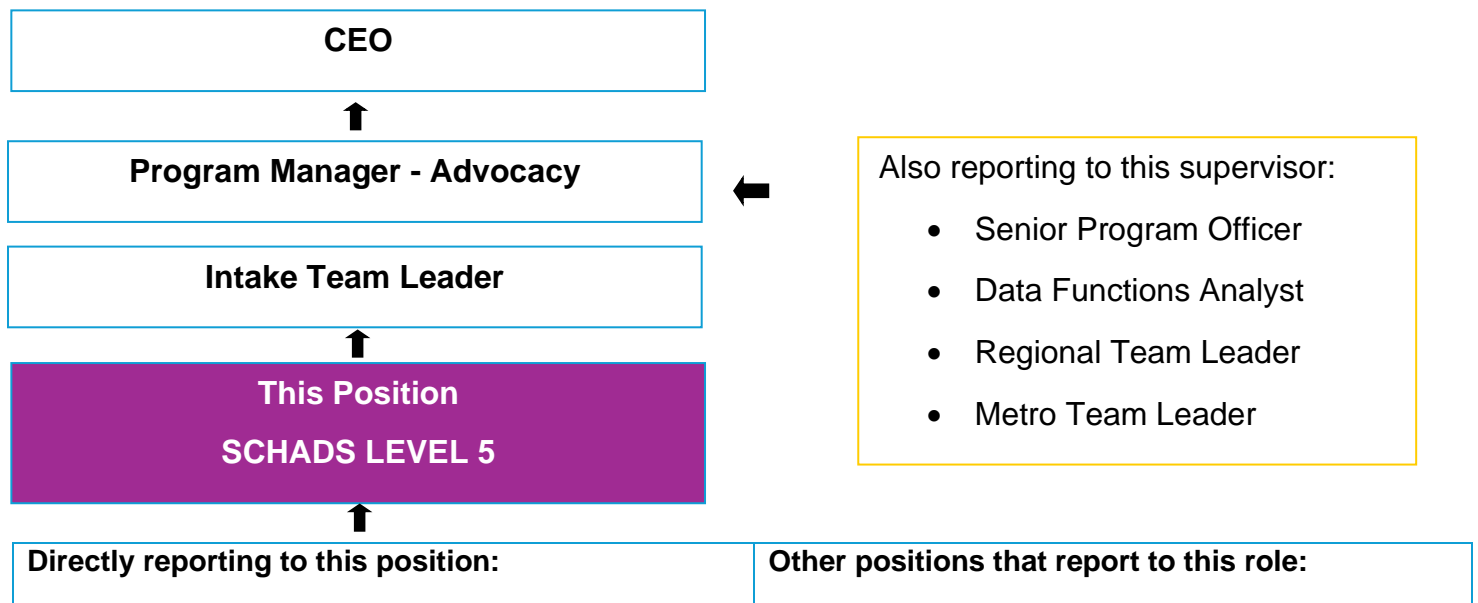


Job Description

Intake Advocate

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 Intake Advocate serves as the first point of contact for clients reaching out through Advocare's state-wide telephone number, community walk-ins, or connections made during community engagements. This role focuses on providing information and support to empower older people to make informed decisions and ensure their rights are respected. The Intake Advocate offers assistance to callers needing help navigating and understanding the aged care system or seeking unbiased, independent information about their existing aged care services. Additionally, the role supports older people who may be experiencing or are at risk of elder abuse, as well as others concerned about the safety and wellbeing of an older person. When advocacy is required and consent is given, the Intake Advocate will triage the caller for follow-up support and assistance.

from a metro or regional based Outreach Advocate.

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.

- Conduct comprehensive intake assessments that are safe, timely, efficient, effective, and person-centred, ensuring accurate evaluation of client needs..
- Independently assess, prioritise and triage client referrals, determining urgency and complexity to ensure effective case allocation.
- Respond to all calls and walk ins in accordance with Advocare's Intake process, providing detailed information and internal/external referral, where appropriate.
- Action new referrals in all inbox channels in accordance with the Intake procedure
- Efficiently connect clients, who require further information and/or advocacy with Outreach Advocates, in a timely and accurate manner in accordance with the Intake procedure
- Communicate effectively with the relevant Advocates and/or Team Leaders and clients to assist with the provision of information, advocacy and referral
- Advise clients of Advocare's services, processes, requirements and maintain a high level of confidentiality with client's and their details
- Ensure all documentation is accurate and completed in a timely manner in Advocare's Client Management System
- Provide a prompt, courteous and empathetic service to all clients, families, and/or carers, service providers and the community.
- Maintain up to date knowledge and understanding of relevant legislation and service information within the sector to champion aged care rights and support self-advocacy.
- Maintain and initiate regular and professional communication with work colleagues and management.
- Meet intake KPI's as assigned, identify continuous improvements for all intake procedures and work collaboratively with the team to review practice to operate at the highest possible standards of service delivery

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
- 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.
- Ensure 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"/>
Effective verbal communication and active listening skills	<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

<p><i>Essential</i></p> <ul style="list-style-type: none"> • Experience working with older people within the Aged Care sector at a minimum level of Coordination • Proven knowledge of the aged care system including but not limited to Home Care and or Residential Aged Care guidelines, the Aged Care Act, Aged Care Quality Standards and Aged Care Rights. • Ability to understand and apply legislation, policies and procedures, including the ability to identify issues and problem solve • Ability to work in a fast-paced environment, managing complex client calls and responding to urgent issues • Work empathetically with clients to ensure we deliver rights-based and client-focused services • High level communication and interpersonal skills with the ability to engage with challenging situations confidently • Strong administrative skills, including the use of Client Management Systems • Demonstrated sound professional ethics of confidentiality, sensitivity and resilience <p><i>Desirable</i></p>

Signing Page

Approved by		Date	
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Review and discuss Role Expectations:

Manager		Date	
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Employee		Date	
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