

Job Description

Education Partnerships Coordinator

Reporting Relationships

CEO



Program Manager Advocacy



Metro Team Leader



This Position

SCHADS Level 5



← Also reporting to this supervisor:

- Outreach Advocates

Directly reporting to this position:

N/A

Other positions under control

N/A

Organisation

Advocare aims to support and protect the rights of older people in Western Australia through information, advocacy and education.

Team

You are a key part of the Advocare Programs team dedicated to providing advocacy, information, and education to older people in Western Australia. The Programs team includes the Advocacy team (NACAP funded contract; Department of Communities, Elder Abuse Helpline funded contract)

One element the Advocare Team has in common, is the belief in Social Justice – that human rights do not diminish with age.

Position Overview

The primary purpose of this role is to lead engagement strategies across WA to promote National Aged Care Advocacy Program (NACAP) education sessions. The position contributes to the strategic achievement of KPIs through planning, stakeholder relationship development and delivery oversight particularly within residential aged care and home care settings. A secondary purpose of the role is to support the Advocacy team by coordinating education bookings (as defined in the NACAP MDS Data Dictionary) and ensuring accurate data entry into the Client Management System (Salesforce). The position reports directly to the Metro Team Leader and works collaboratively with the Advocacy Team and wider Advocare team to further Advocare's objectives.

Our Vision, Mission and Values

Reflecting our organisational values in every aspect of your role is integral.

Our Vision

Power, respect and informed choice for older people.

Our Mission

Provide an independent voice on behalf of older people, informing service delivery and influencing practice “empowering older people”.

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.
- 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 Specific Duties

- Lead proactive engagement with aged care and other service providers, as identified in the MDS Data Dictionary for Education KPIs, to promote and coordinate education bookings across the sector. Build and maintain strong relationships to support sustained education delivery and program reach.
- Facilitate and deliver information and education sessions with clarity, professionalism and confidence.
- Work collaboratively with management and Metro Team Leader to identify and execute strategies to increase education reach. Provide input into outreach plans and support others in achieving booking targets.
- Contribute to strategic planning and advise on approaches to optimise booking outcomes and apply an escalation pathway where aged care providers are unresponsive or decline education opportunities, ensuring this is communicated appropriately to the Program Manager
- Provide regular reports including data analysis and recommendations to inform program improvement to Team Leader and Program Manager.
- Contribute to the design and continuous improvement of educational resources, applying sector knowledge and best practice learning design.
- Manage the education inbox and calendar, exercising judgement in the coordination and allocation of education sessions to Advocates. Ensure efficient scheduling aligns with organisational priorities and capacity.
- Undertake timely and accurate data entry of education activities into Salesforce and support quality assurance processes.
- Design and implement targeted communications strategies to strengthen stakeholder engagement and promote bookings.
- Work alongside Advocates and lead the development and maintenance of stakeholder mapping per region to support a strategic and targeted approach for education bookings and outreach planning.
- Manage and maintain service provider stakeholder engagement lists.
- Independently manage the follow-up of expressions of interest and general enquiries related to education and community development. Apply initiative and sound judgement to progress enquiries through to confirmed bookings.
- Champion the Advocare brand internally and externally.
- Undertakes training/professional development as relevant to this position.
- Maintains appropriate records and documentation consistent with the relevant policies and instructions of Advocare.
- Other duties as directed/ required

Advocacy Team duties

- Actively engages and contributes to Advocare's vision, mission and values.
- 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.
- Provide any other support required for the team, utilising your capability and capacity.
- Ensures compliance with internal policies and procedures including but not limited to the Advocare Code of Conduct
- Ensures compliance with external policies, procedures and legislation including but not limited to the New Aged Care Act 2025 and Statement of rights in effect from 1 November 2025.

Specific Requirements

Pre-requisite Criteria	essential	optional
Relevant qualification or equivalent experience in similar role	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong facilitation/presentation skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
National Criminal Record Screening Clearance (within last 3 months)	<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"/>	

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.
- Ability to understand and apply legislation, policies and procedures, including the ability to identify issues and problem solve.
- High level communication and interpersonal skills with the ability to engage with challenging situations confidently.
- Perseverance to overcome obstacles and stay focused on outcomes
- Experience in customer service or community engagement
- Experience in data entry and/ or client management systems with high attention to detail
- Ability to work within a team environment
- Understanding of, and commitment to WHS and equal opportunity principles and practices
- Understanding and appreciation of issues facing people from culturally and linguistically different backgrounds, Aboriginal people and Torres Strait Islanders.

Desirable

- Community development experience in regional WA.

Signing Page

**Approved
by**

Date

Review and discuss Role Expectations:

Manager

Date

Employee

Date