

## POSITION DESCRIPTION

<b>POSITION:</b> <b>Disability Advocate for the Royal Commission (DARC)</b>	<b>LOCATION: NSW</b>
<b>Salary Level:</b> Level 4, Pay Point 3 to Level 5 paypoint 1 (depending on experience)  <b>Status:</b> fixed term contract for 1 year subject to funding – five days per week.	<b>Award:</b> SCHCADS Award
<b>SUPERVISOR</b> Capacity Building and Support Manager	<b>ACCOUNTABILITY</b> <ul style="list-style-type: none"> <li>• There is a 6 months probationary period with a review at the end of this period.</li> <li>• Staff appraisals occur after 12 months</li> </ul>
<b>SELECTION CRITERIA</b>	
<p><b>ESSENTIAL CRITERIA:</b></p> <ul style="list-style-type: none"> <li>• Understanding of and commitment to social justice principles for people with disability.</li> <li>• Tertiary Qualifications in Counselling or Social Work or similar experiences in human services sector</li> <li>• Demonstrated advocacy skills and experience in working with people with disability</li> <li>• Ability to travel in regional areas NSW with a comprehensively insured motor vehicle and a current driver's license</li> <li>• Competent computer skills and adept in using technology (video conference, video and oral recording involved etc)</li> <li>• High level written and interpersonal communication skills including the ability to work with individuals from diverse backgrounds and cultures who maybe experiencing trauma</li> <li>• Understanding of and commitment to cultural diversity and the rights of people from non English speaking backgrounds.</li> </ul> <p><b>DESIRABLE:</b></p> <ul style="list-style-type: none"> <li>• Initiative and proven problem solving skills</li> <li>• Preparedness to be flexible in work hours</li> <li>• An understanding of issues confronting people with disability especially those from a CALD background</li> <li>• An understanding of Work Health and Safety principles and procedures</li> <li>• Ability to exercise sound judgment and make independent decisions.</li> <li>• Strong organisational skills with an ability to manage workload.</li> <li>• Ability to work as part of a multidisciplinary team to develop collaborative relationships and networks between agencies.</li> <li>• In addition, the advocate must undertake police and Working with Children checks (government requirement) prior to commencement and have no serious offences that may affect working with vulnerable people</li> </ul>	

**ROLE AND SCOPE OF POSITION**

The DARC may work at different MDAA Offices and will provide advocacy specially for consumers who experienced/s abuse, neglect and exploitation; community education; networking with relevant government and non-government organisations; promotion of MDAA to relevant stakeholders to encourage engagement to MDAA services and support.

The DARC will:

- Provide advocacy support to consumers who experience abuse, neglect and exploitation to become witnesses to the Royal Commission
- Present consumers stories accurately and with respect to dignity of the consumers
- Provide high-quality advocacy and encourage the development of self-advocacy skills in order to speak up and prevent abuse from happening again;
- Support consumers to tell their stories in a person-centred manner in accessible formats
- Provide support to consumers and help establish a positive collaborative relationship with support networks and assist the consumer by linking to local communities, build skills, and overcome barriers and achieve goals;
- Raise awareness of the rights of people with disability in the community by organising forums, community education sessions.
- Promote MDAA to relevant stakeholders (services, people with disability etc) to encourage engagement in different media platforms
- Network with government and nongovernment organisations and other relevant stakeholders for purposes of individual advocacy matters, systemic, partnerships and collaborative events

**POSITION SPECIFIC TASKS**

KEY RESULT AREAS	KEY TASKS	KEY PERFORMANCE INDICATORS
<p>Capacity Building and Advocacy Outcome: Capacity Building and Advocacy are provided for people with disability, families and carers.</p>	<ol style="list-style-type: none"> <li>1. Supporting consumers to tell their stories of abuse in a person centred manner utilising different formats</li> <li>2. Undertake advocacy for consumer including taking enquires, making referrals, advocating for individuals and families.</li> <li>3. Document all enquires, intake and advocacy work in both the data base and consumer files.</li> <li>4. Provide advocacy that encourages the consumer to gain confidence, resilience and an increased ability to advocate on their own behalf.</li> <li>5. Identify systemic issues and liaise with the MDAA policy officer to develop</li> </ol>	<ul style="list-style-type: none"> <li>• Compliance with internal service benchmarks met;</li> <li>• Completion of 85 new consumers and/or participants full-time 5 days per week;</li> <li>• Completion of 45 new consumers and/or participants part-time 3 days per week.</li> <li>• Advocacy matters are documented as set out in MDAA policy and procedures.</li> <li>• Service provision is of a high standard and consumer(s) report satisfaction with the service.</li> <li>• Consumer(s) that they are better able to advocate on their own behalf when action plan</li> </ul>

	<p>strategies to address systemic issues.</p> <ol style="list-style-type: none"> <li>6. Maintain contact with staff through attending staff meetings and teleconferencing for Team meetings and individual supervision.</li> <li>7. Identify media stories focusing on rights and contribute by writing at least one story bi monthly to MDAA's social media (Facebook and twitter) and the bi-monthly newsletter.</li> <li>8. Contribute to the development of resources, fact sheets, issue papers and the Annual Report as necessary.</li> <li>9. Attend community meetings to promote MDAA services and raise awareness about the rights of people with disability.</li> </ol>	<p>is completed.</p> <ul style="list-style-type: none"> <li>• Systemic issues are raised and addressed.</li> <li>• Quarterly staff meeting and monthly Team meeting are attended.</li> <li>• Monthly supervision is undertaken.</li> <li>• Consultations, consumer forums and workshops are delivered as per the work</li> <li>• Contributions are made to MDAA resources and newsletter.</li> <li>• Input to resources, fact sheets, issue papers and the Annual Report are provided.</li> <li>• There is an increase in awareness of disability issues.</li> <li>• Strategic relationships and networks are formed with community organisations that enhance services to consumer/participants.</li> </ul>
<p>Capacity Building</p>	<ol style="list-style-type: none"> <li>1. Work with consumer to determine capacity and choice to participate in the Royal Commission.</li> <li>2. Assist the consumer to consider supports that will help them: <ul style="list-style-type: none"> <li>• pursue their goals and aspirations</li> <li>• increase their resilience/ independence take part in the Royal Commission</li> </ul> </li> <li>3. Assist consumer participate as a witness and attend the hearings/interviews with consumer and the RC.</li> <li>4. Follow through to completion individual action plans and connecting to services and/or finalizing the relationship with the consumer/participant.</li> </ol>	<ul style="list-style-type: none"> <li>• Consume/participant plan prepared in accordance with MDAA policy and procedures and includes information provided by the consumer.</li> <li>• Consumers report that they are better able to plan goals.</li> <li>• Compliance with internal service benchmarks, as set out.</li> <li>• Service provision is of a high standard and consumers report satisfaction with the service.</li> <li>• Maintaining accurate records of dealings with participants or applicants</li> </ul>

<b>CORE TASKS AND BEHAVIOURS</b>		
<b>Core behaviours refer to those tasks, attitudes and behaviours that apply to all staff regardless of position description or level of responsibility.</b>		
<b>KEY RESULT AREAS</b>	<b>KEY TASKS</b>	<b>KEY PERFORMANCE INDICATORS</b>
<b>Organisational Culture</b>	<p>All employees will</p> <ul style="list-style-type: none"> <li>• Adhere to the MDAA Constitution, philosophy, policies and procedures including state &amp; federal legislation such as the Disability Services Act; and National Standards for Disability Services</li> <li>• Adhere to funding body service agreements and industry standards</li> <li>• Use clear and effective communication</li> <li>• Act to support volunteers, management and other staff members</li> <li>• Contribute to the development and growth of the organisation</li> <li>• Demonstrate commitment to empowering people with disability and encouraging self advocacy</li> </ul>	<p>An employee can demonstrate familiarity with and apply all relevant regulations and standards to their actions and professional practice.</p> <p>An employee can show examples of written and oral communication that has been clear and effective in achieving a desired outcome.</p> <p>An employee can discuss their contribution to the organisation's goals and objectives and their effectiveness in supporting their colleagues.</p>
<b>Accountability</b>	<p>All employees will:</p> <ul style="list-style-type: none"> <li>• Document all work in line with industry standards</li> <li>• Undertake the collection of data</li> <li>• Perform all reasonable duties requested within the scope of your role</li> </ul>	<p>An employee can produce a written report outlining results achieved from the work plan on a monthly basis.</p>
<b>Teamwork</b>	<p>All employees will:</p> <ul style="list-style-type: none"> <li>• Attend staff, team and casework meetings when required</li> <li>• Contribute to a positive and cooperative work environment</li> <li>• Follow through on commitments</li> <li>• Contribute to housekeeping tasks</li> </ul>	<p>An employee can provide examples of engagement with the team including a range of cooperative work practices.</p>
<b>Professional Development &amp;</b>	<p>All employees will:</p> <ul style="list-style-type: none"> <li>• Attend supervision sessions</li> </ul>	<p>An employee can give examples of improvement in</p>

<b>Training</b>	<ul style="list-style-type: none"> <li>• Undertake a yearly staff appraisal</li> <li>• Participate in required training and ongoing professional education</li> </ul>	professional knowledge or skills gained through supervision or attendance at training.
<b>Planning and Evaluation</b>	<p>All employees will:</p> <ul style="list-style-type: none"> <li>• Contribute to strategic and operational planning and evaluation</li> <li>• Write and complete work plans in line with the outcomes in the strategic plan.</li> </ul>	An employee can write and implement a work plan that reflects the strategic and operational plans of the organisation.
<b>Continuous Improvement</b>	<p>All employees will:</p> <ul style="list-style-type: none"> <li>• Exercise initiative and regularly discuss improvements to work processes</li> </ul>	An employee can demonstrate adaptation to change or initiation of change in area of expertise.
<b>Work Health And Safety</b>	<p>All employees will:</p> <ul style="list-style-type: none"> <li>• Understand the WH&amp;S Policy, and how they can participate and support the implementation of WH&amp;S Policy.</li> </ul>	An employee can show that he/she has taken responsibility to identify safety hazards, report & document incidents or exercised duty of care.
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Demonstrate commitment to effective communication including appropriate use of Plain English, interpreters and language skills</li> </ul>	An employee can show that he/she has used their language skills to assist consumers.

**CERTIFICATION**

We have carefully reviewed this Position Description and are satisfied that it fully and accurately describes the requirements of the position.

**EXECUTIVE DIRECTOR**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

I have read this document and agree to undertake the duties and responsibilities as listed above. I acknowledge this profile is only an indication of tasks and understand that I may be required to undertake additional duties and responsibilities from time to time that are not detailed herein, yet within or aligned to my skills set.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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