



## POSITION DESCRIPTION

<b>POSITION:</b> NDIS Appeals Officer (“Advocate”)	<b>LOCATION:</b> Based at Granville
<b>Salary Level:</b> 5 depending on experience <b>Status:</b> Part time  <b>Hours:</b> 22.5 Hours per week	<b>Award:</b> SCHCADS Award Grade 5  <b>Salary Range:</b> As above
<b>SUPERVISOR</b>	<b>ACCOUNTABILITY</b>
Manager, Capacity Building and Supports	<ul style="list-style-type: none"> <li>• Manager, Capacity Building and Supports</li> <li>• Funding bodies/organisations</li> <li>• Staff appraisals occur each 12 months.</li> </ul>
<b>SELECTION CRITERIA</b>	
<p><b>Knowledge and experience</b></p> <ul style="list-style-type: none"> <li>• Tertiary qualification in Law, Social Science, Disability, or other relevant area, or extensive work experience in systemic and/or individual advocacy.</li> <li>• Understanding of legislation and standards relevant to the Disability sector including the National Disability Insurance Scheme (NDIS) Act 2013.</li> <li>• Demonstrated knowledge of the NDIS framework.</li> <li>• Experience in advocating for people’s rights.</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Demonstrated high-level oral and written communication skills including the capacity to communicate and work with people from diverse backgrounds.</li> <li>• Strong negotiation and conflict resolution skills combined with a positive attitude towards achieving good outcomes.</li> <li>• Demonstrated ability to identify and address risks whilst delivering services to consumers.</li> <li>• Ability to work both independently and collaboratively within a team.</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 identify and address systemic issues.</li> <li>• High level skills in the use of Microsoft Office software programs, as well as demonstrated experience using electronic database.</li> <li>• Demonstrated experience delivering trauma informed supports and using supported decision-making framework</li> <li>•</li> </ul> <p><b>Attributes:</b></p> <ul style="list-style-type: none"> <li>• Understanding of and commitment to social justice principles for people with disability.</li> <li>• Understanding of and commitment to cultural diversity and the rights of people from non-English speaking backgrounds.</li> <li>• Readiness to travel throughout greater metropolitan Sydney and NSW as required.</li> </ul> <p>In addition, the NDIS Appeals Advocate must undertake police check (government requirement) prior to commencement and have no serious offences that may affect working with vulnerable people.</p>	
<b>ROLE AND SCOPE OF POSITION</b>	
<p>The NDIS Appeals Advocate will work at Multicultural Disability Advocacy Association (MDAA) in Granville.</p> <p>The NDIS Appeals Advocate is responsible for providing information on the NDIA review and appeals process and advocate for people with disability and their families and carers across NSW, empowering them to make their own choices and have their rights and interests respected. In addition, the NDIS</p>	

Appeals Advocate's responsibilities include development and distribution of resources, as well as organizing and facilitating information sessions and workshops for people with disability and the broader community.

The principal role and purpose of the NDIS Appeals Advocate includes access to supportive services, education and advocacy as follows:

- Assist consumers/participants to self-advocate in relation to their NDIS review applications with the NDIS, in the Administrative Appeals Tribunal (AAT) as well as in the alternative dispute's resolution process.
- Where self-advocacy is not appropriate, provide individual advocacy support, develop and implement an individual plan in partnership with the consumer/participant.
- Conduct individual or group sessions to develop self-advocacy skills in consumers.
- Assist consumers seeking review of NDIA decisions via the NDIA, AAT, or alternative dispute's resolution process including preparation of documents, attending hearings and conference, and making referrals to the Central Assessment Provider (CAP) where appropriate for legal assistance.
- Follow NDIS Operational Guidelines.
- Identify access to language services to ensure cultural and linguistic diversity is not a barrier.
- Raise awareness of MDAA services and rights of people with disability in the community; through info sessions; publication of case studies of success stories as well as in stakeholder consultations and interagency meetings.
- Maintain up to date session records and preparation of reports
- Complete project report requirements.

The NDIS Appeals Advocate may also undertake individual advocacy for MDAA's consumers, as required.

POSITION SPECIFIC TASKS		
KEY RESULT AREAS	KEY TASKS	KEY PERFORMANCE INDICATORS
<p><b>Advocacy including support relating to review of NDIA decisions</b></p> <p><b>Outcome:</b> Advocacy is provided for people, with disability across NSW, including support in relation to the review of NDIA decisions.</p>	<ol style="list-style-type: none"> <li>1. Undertake advocacy and support consumer including taking enquires, making referrals for individuals and families in relation to various issues including review of NDIA decisions.</li> <li>2. Document all enquires, intake and advocacy work in both the data base and consumer files.</li> <li>3. Provide advocacy that encourages the consumer to gain confidence, resilience and an increased ability to advocate on their own behalf including ability to seek review of NDIA decisions.</li> <li>4. Identify systemic issues and liaise with the MDAA policy officer to develop strategies to address systemic issues.</li> <li>5. Maintain contact with MDAA staff and management members through attending staff meetings, teleconferencing and individual supervision.</li> </ol>	<ul style="list-style-type: none"> <li>• The NDIS Appeals Advocate meets consumer targets (at least 85/year).</li> <li>• Compliance with internal service benchmarks, as set out in policies and procedures.</li> <li>• Advocacy matters are documented as set out in MDAA policy and procedures.</li> <li>• File closure survey is done with consumers, collated and summary report done.</li> <li>• Service provision is of a high standard and consumer(s) report satisfaction with the service.</li> <li>• Consumer(s) report that they are better able to advocate on their own behalf when action plan is completed.</li> <li>• Systemic issues are raised and addressed and reported to the Systemic Officer.</li> </ul>

		<ul style="list-style-type: none"> <li>• Staff Development and Networking training sessions and monthly team meeting are attended.</li> <li>• Monthly supervision is undertaken.</li> </ul>
<p><b>Facilitating Access to NDIS and Supports, other disability services and Disability Advocacy Royal Commission</b></p>	<p>Referral of</p> <ol style="list-style-type: none"> <li>1. consumer/participants dissatisfied with their NDIS Plan to MDAA's NDIS Appeals Manager.</li> <li>2. Promotion of Disability Royal Commission and Referral of consumers/participants experiencing abuse, neglect or exploitation to Disability Advocacy Royal Commission (DARC)</li> </ol>	<ul style="list-style-type: none"> <li>• MDAA services are promoted to NDIS Appeals participants</li> </ul>
<p><b>Capacity Building and liaison with MDAA stakeholders to foster self-advocacy and access to NDIS support services</b></p> <p>Outcome: Important increase of consumers' self-advocacy skills and their participation in MDAA activities and decision-making processes, with a focus on the operation of the NDIS.</p>	<ol style="list-style-type: none"> <li>6. In consultation with consumers: <ul style="list-style-type: none"> <li>• Develop and distribute NDIS related resources</li> <li>• Provide information, support and rights-based education</li> <li>• Organize self-development/skills training workshops</li> <li>• Facilitate participation and involvement in NDIS related activities, and other community capacity building events.</li> </ul> </li> <li>7. Contribute NDIS related articles to the bi-monthly consumer newsletter and regular posts to MDAA website and other social media platforms.</li> <li>8. Contribute to the development of general and NDIS related 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 including their rights to appeal NDIA decisions.</li> </ol>	<ul style="list-style-type: none"> <li>• NDIS consultations, consumer forums and workshops are delivered as per the work plan.</li> <li>• Consumers' report satisfaction with activities conducted, including those related to NDIS.</li> <li>• Monthly contributions are made to MDAA resources, social media and newsletter especially consumer feedback and success stories.</li> <li>• Input to resources, fact sheets, issue papers and the Annual Report are provided with a focus on NDIS.</li> <li>• Consultations, consumer forums and workshops are delivered (minimum 2 per annum).</li> <li>• There is an increase in awareness of disability issues and operations of the NDIS.</li> <li>• Strategic relationships and networks are formed with community organisations that enhance services to consumers.</li> <li>• Increase of referrals to MDAA seeking advocacy and/or support to review decisions made by NDIA.</li> </ul>

## CORE TASKS AND BEHAVIOURS

Core Behaviours refer to those tasks, attitudes and behaviours that apply to all staff regardless of position description or level of responsibility.

KEY RESULT AREAS	KEY TASKS	KEY PERFORMANCE INDICATORS
<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 Disability Services standards</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 organization</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 by the Team Leader, Mentor &amp; Executive Director.</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; Training</b>	<p>All employees will:</p> <ul style="list-style-type: none"> <li>• attend supervision sessions</li> <li>• undertake a yearly staff appraisal</li> <li>• participate in required training and ongoing professional education</li> </ul>	<p>An employee can give examples of improvement in professional knowledge or skills gained through supervision or attendance at training.</p>
<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>	<p>An employee can write and implement a work plan that reflects the strategic and operational plans of the organisation.</p>
<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>	<p>An employee can demonstrate adaptation to change or initiation of change in area of expertise.</p>
<b>Work Health and Safety</b>	<p>All employees will:</p> <ul style="list-style-type: none"> <li>• Understand the WHS Policy, and</li> </ul>	<p>An employee can show that he/she has taken responsibility to identify</p>

	how they can participate and support the implementation of WHS Policy.	safety hazards, report & document incidents or exercised duty of care.
<b>Language Skills</b>	All employees will: <ul style="list-style-type: none"> <li>• Use language skills in support and furtherance of all program areas where appropriate</li> </ul>	An employee can show that he/she has used their language skills to assist consumer/participants.

CERTIFICATION
<p><i>We have carefully reviewed this Position Description and are satisfied that it fully and accurately describes the requirements of the position</i></p> <p><b>EXECUTIVE DIRECTOR</b></p> <p>Signature: _____ (Susan Laguna)</p> <p>Date: _____</p> <p>I have read this document and agree to undertake the duties and responsibilities as listed above. I acknowledge this profile is only an indicative 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.</p> <p><b>NDIS APPEALS OFFICER</b></p> <p>Name: _____</p> <p>Signature: _____</p> <p>Date: _____</p>