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Success Profile Pack

Disability Advocacy NSW



<https://da.org.au/>

Position Description	
POSITION	Disability Advocate
REPORTS TO	Regional Manager
DIRECT REPORTS	Nil
POSITION SUMMARY	A Disability Advocate is required to advocate on clients' behalf or support clients to advocate for themselves and link clients to relevant services on a range of matters including but not limited to; matters with Disability Royal Commission support, NDIS Appeals and general advocacy support with a range of matters (e.g. legal, education, pensions, health, discrimination).

Service Overview

Our Vision

All people experiencing disadvantage have a right to equality, fairness, and a good quality of life.

Our Mission

ALA provides high quality social/legal advocacy and support to people in need across NSW, with a commitment to servicing regional and remote communities. Our focus is to empower clients to navigate the legal and social systems and achieve fair outcomes in the pursuit of their goals.

Service Values

Our values act as a guide for our behaviours and engagement with colleagues, clients, partner organisations and communities. Our values are:

We will act with **honesty and integrity**, including:

- Always acting honestly;
- Being transparent when making decisions or giving advice;
- Ensuring all actions can withstand scrutiny; and
- Treating vulnerable people with respect and not using our positions to harm them in any way.

We will act with **respect and courtesy**, including:

- Acting fairly and equitably;
- Respecting others, their values and their rights;
- Respecting the privacy and confidentiality of our clients; and
- Creating an environment that is free of discrimination, harassment or victimisation.

Service Guiding Principles

The guiding principles form part of the Code of Ethics and Conduct and describe the standards of professional conduct and behaviour expected of all workers in the performance of their duties and interactions in the workplace.

Our guiding principles are:

- We act professionally and maintain the highest standards of work at all times;
- We treat others with respect and value differences;
- We prioritise worker health, safety & wellbeing;
- We conduct ourselves and our work activities with integrity;
- We respect privacy and confidentiality and do not misuse information;
- We utilise Service resources and assets responsibly; and
- We comply with the law and our policies & procedures.

Key Responsibilities	
Key Area	Key Responsibilities
Individual Advocacy	<ul style="list-style-type: none"> • Engage with people with disabilities and provide information regarding their rights, entitlements, and participation in the community. • Advocate on clients' behalf or support clients in advocating for themselves. • Identify the most appropriate support and action for clients by conducting regular research, interpreting and understanding complex policies and procedures, undertaking problem solving and taking part in ongoing training and development. • Develop and regularly review advocacy plans to identify goals, strategies, and outcomes, implementing the advocacy plan in a timely manner in consultation with the client. • Support clients to participate in formal dispute resolution settings (e.g. discrimination tribunals, courts, NCAT, AAT, Guardianship Tribunal etc.). • Utilise effective oral and written professional communication skills relevant to the sector (e.g. letters, submissions, appeals). • Link clients with other relevant services that can assist in the advocacy process (e.g. obtain legal advice from a legal practitioner). • Ensure advocacy assistance considers the diversity of needs of ATSI and CALD communities. • Maintain effective record keeping and case files in accordance with Disability Advocacy NSW (DA) policies and procedures and participate in regular case reviews with your supervisor.
Intake and Assessment	<ul style="list-style-type: none"> • Provide backup support to the Intake Advocate to conduct intake and assessment in the region. This includes: <ul style="list-style-type: none"> ○ Speak with clients who call or attend the service and ascertain in detail the issues they are experiencing. ○ Check that the client's issue is within scope of services DA provides.

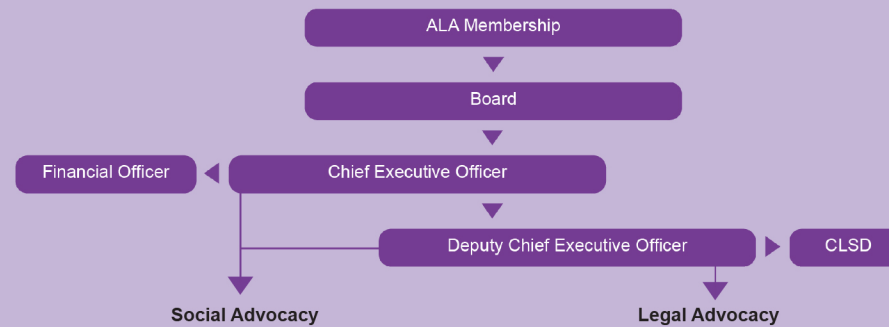
	<ul style="list-style-type: none"> ○ When appropriate, provide information and support to the client so that they can undertake self-advocacy. ○ Where advocacy is not appropriate, facilitate referrals to other services that can better meet the needs of the client. ○ When clients meet eligibility criteria, add them to the Regional Waiting List Record. ● Participate in weekly regional Intake meetings as required by your Manager.
General	<ul style="list-style-type: none"> ● Provide information/education sessions to people with a disability about their rights, entitlements, participation in community and advocacy. ● Increase community awareness about advocacy and disability issues. ● Attend local interagency and other networking meetings where appropriate. ● Participate in formal supervision and feedback sessions every six months. ● Develop an awareness of any systemic issues raised through individual advocacy work and report them to supervisors. ● Participate in projects to address regional systemic issues. ● Continue to develop skills and knowledge through training. ● Undertake other reasonable duties as directed by your Manager. ● Comply with NSW and Commonwealth Disability Legislation. ● Display a positive attitude and perform duties in line with ALA values, policies, procedures and legislative requirements. ● Undertake any other tasks, duties or specific projects within your area of skill and expertise, as required by your Manager. ● Ensure appropriate and respectful workplace behaviour at all times and promote a working environment which is free from discrimination, bullying and harassment. ● Take reasonable care of your own health and safety and take reasonable care that your acts or omissions do not adversely affect the health and safety of other employees or clients.
Key Selection Criteria	
Qualifications/ Licences	<ul style="list-style-type: none"> ● Relevant tertiary qualifications including law, legal studies, social work, psychology, social science, welfare studies and community services. ● Current Drivers license
Experience/ Knowledge	<ul style="list-style-type: none"> ● Proven experience in a similar role ● Experience and skills relevant to advocating for people from disadvantaged or vulnerable groups. ● Proven skills in the following areas: oral and written communication, research, problem solving and negotiation. ● Knowledge of key disability issues such as the NDIS and Disability Royal Commission. ● Driven by integrity, responsibility, accountability, attention to detail and pride in work.

Position Based Capabilities	
Planning & Organising	Manages time effectively, takes a systematic and structured approach to work and can respond to changing circumstances.
Analysis & Problem Solving	Takes a well thought out and analytical approach to work and offers sustainable solutions to complex problems.
Action Oriented & Results Driven	Commits to high performance and is results-driven.
Service Delivery Focus	Delivers efficient and high-quality service and solutions for clients.
Self Awareness & Development	Seeks out opportunities to develop skills, knowledge, and capability.
Communicates Effectively	Communicates constructively to share information, explore possibilities, and achieve outcomes.
Other	Travel within NSW will be required.
Acknowledgement	
I have read, understood, and accept the responsibilities and obligations of my position.	
Employee	
Name	
Signed	
Date	
Manager	
Name	
Signed	
Date	

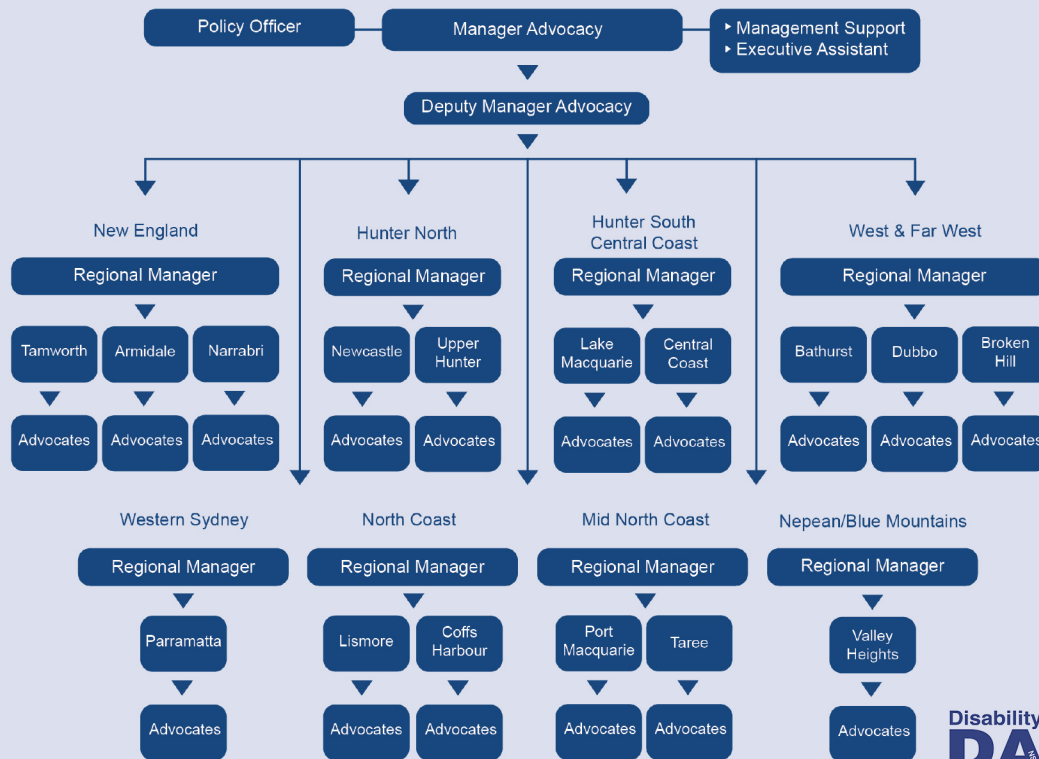


Organisational Overview

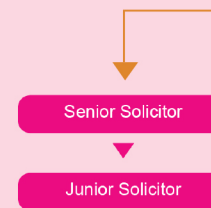
Advocacy Law Alliance 2022



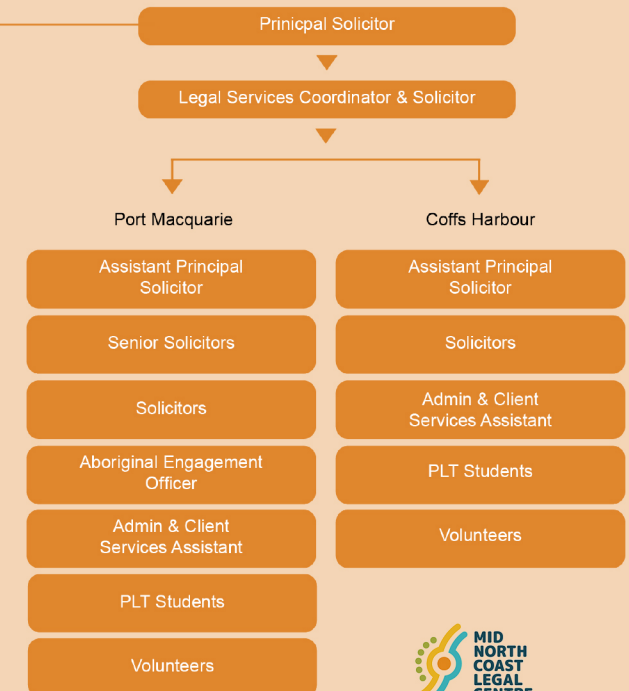
Disability Advocacy NSW



Disability Law NSW



Mid North Coast Legal Centre



How To Apply

Cover letter tips

Please provide details of your proven experience in individual advocacy and working with individuals to achieve fair outcomes in the pursuit of their goals.

Key areas to be addressed

- Advocacy - Engaging with people with disabilities and providing information regarding their rights, entitlements, and participation in the community.

How to apply

Please submit your cover letter and your most recent resume by clicking on 'apply now'

Other requirements/assessments that are part of the process

For more information please contact:

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About peoplefusion

Our expert team live and breathe recruitment and are committed to taking you from credible to incredible.

We provide transparency into roles, we won't send you in blind for interviews, we will give you feedback, and we'll support you after your appointment.

Our services include permanent recruitment, temporary and contract recruitment, executive search, outplacement, talent and retention, and career coaching.

Locked and loaded

We show up as though every day is a Grand Final

We've got this

We do as we say with confidence and integrity

Have the conversation

We speak authentically and never mind read

Grow and glow

We challenge ourselves and have fun doing it

Make it count

We aim for every action to add value

Our specialisations

Executive Search

Accounting & Finance

Legal & Governance

Human Resources & WHS

Marketing & Communications

Information Technology

Engineering & Projects

Supply Chain

Administration & Accounts

Contact Centre & Customer Service

Sales

We know recruitment. Experience peoplefusion.

At peoplefusion we don't just accept diversity and inclusion —we celebrate it! We strive to create an environment of equal opportunity regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, religion or physical ability, and welcome applications from people from all backgrounds. We always welcome individuals to contact us if they require any assistance during the application process when applying for jobs with peoplefusion.

Your Recruitment Specialist

WENDY DONOVAN 15 years experience

Wendy has a wealth of experience providing HR solutions for small to large business across the finance, banking, medical and science, media and manufacturing industries, and successfully grew her own franchise training business.

Wendy's earlier career across medical research and science mean her search and discovery abilities are second to none. This approach has seen her successfully partner with the likes of ARTC, City of Newcastle, HMRI and Newcastle Airport to recruit a range of corporate roles.

Wendy holds an MBA (Marketing & Economics), a Bachelor of Science (First Class Honours), and is an Associate of the RCSA.



As a member of the Recruitment, Consulting and Staffing Association of Australia & NZ (RCSA), peoplefusion are committed to the Code of Professional Conduct and observe high standards of honesty, equity, integrity, and social and corporate responsibility. All of our Recruitment Specialists are accredited by the RCSA.