



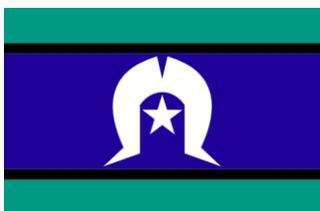
ADACAS
A D V O C A C Y



CANDIDATE INFORMATION PACK INDIGENOUS COMMUNITY ADVOCATE

CLOSE DATE: 11:59PM MONDAY 2nd November 2020

ACT DISABILITY AGED AND CARER ADVOCACY SERVICE
02 6242 5060 ADACAS@ADACAS.ORG.AU
Unit 14 Weston Community Hub, 6 Gritten Street, Weston ACT 2611



Position Summary

Indigenous Community Advocate (Identified Position)

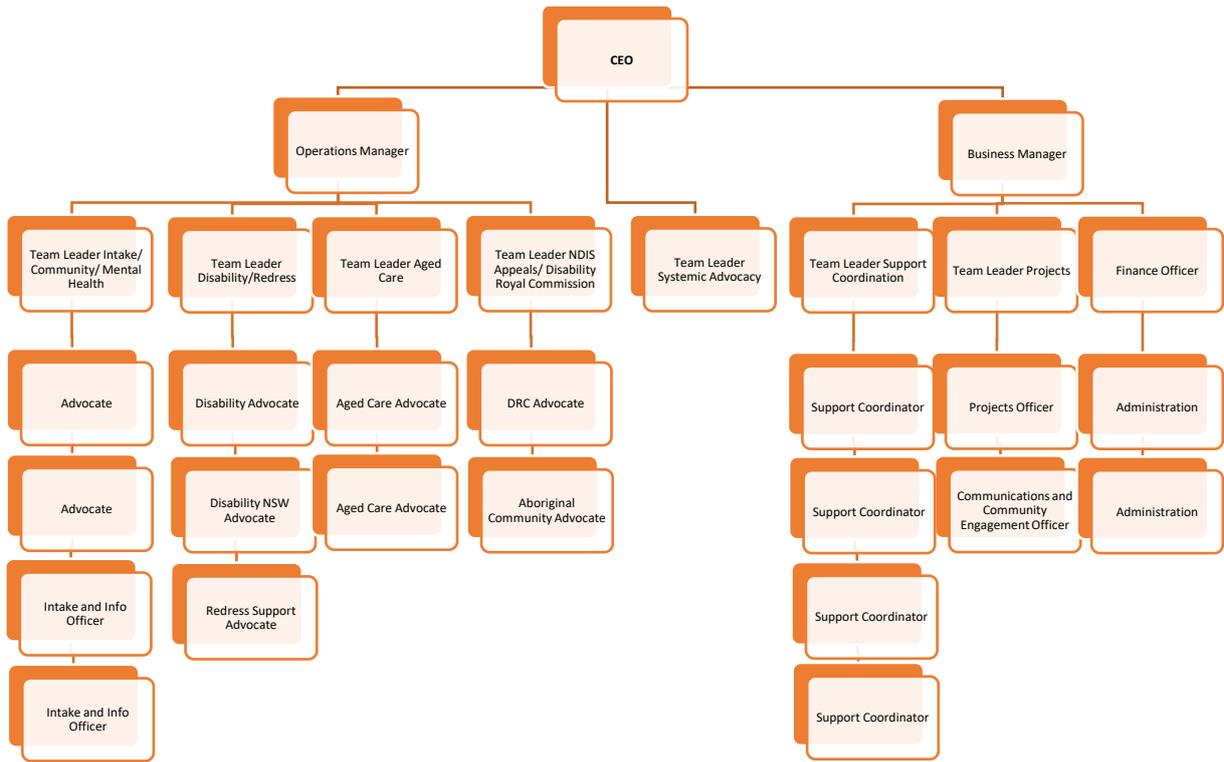
Location:	Unit 14, 6 Gritten Street, Weston A.C.T.
Term:	Permanent; Full-Time (38hrs/week)
Remuneration:	SCHADS Award Level 5 ((\$80,296, - \$84,178) 9.5% superannuation Salary sacrificing opportunities
Reports To:	Advocacy Team Leader – AAT Appeals and Disability Royal Commission
Direct Reports:	N/A.
Annual Turn-over	Current turn-over is over \$2.5 million

About ADACAS

The ACT Disability Aged and Carer Advocacy Service (ADACAS) is a human-rights focused organisation, which will celebrate its 30th year of operation in 2021. ADACAS currently employs around 25 staff, who provide:

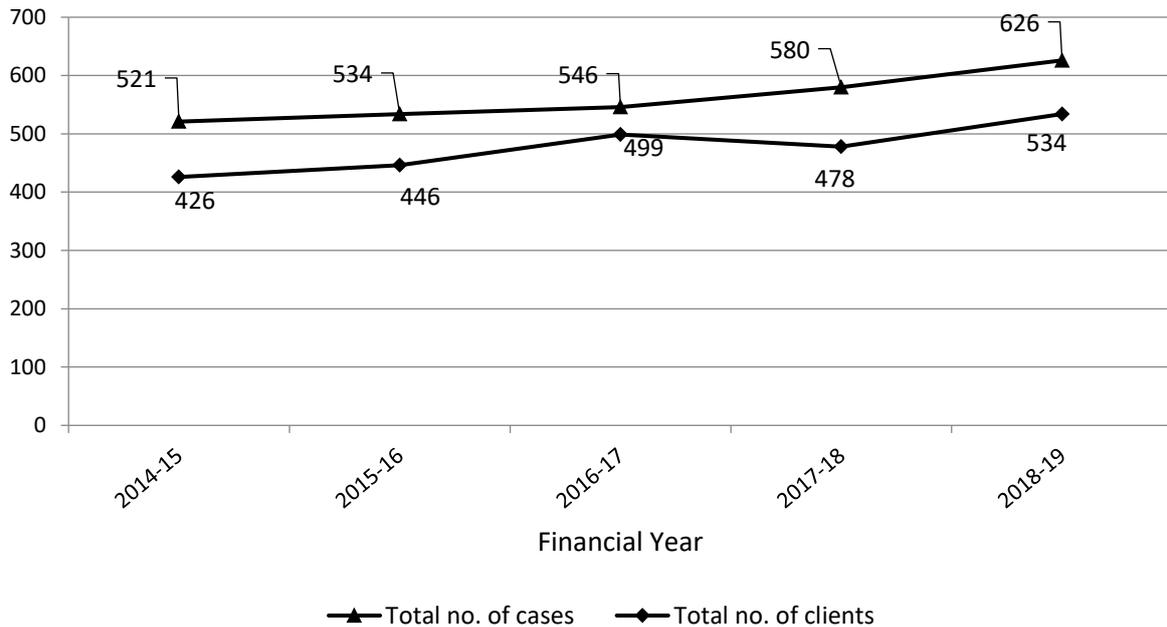
- Individual advocacy for and with people with disability, people experiencing mental ill health (or psychosocial disability), older people (65+ and 50+ for Aboriginal and Torres Strait Islander peoples), and carers.
- Support Coordination. Assisting NDIS participants access supports in line with their funding package.
- Redress Support. Providing support to individuals who have experienced institutional child sexual abuse and exploring options including redress.
- AAT Appeals Support. Ensuring people with disability are supported in being able to appeal a decision made by the NDIS.
- Older persons advocacy for older people (65+ and 50+ for Aboriginal and Torres Strait Islander peoples) either living in an aged care facility or their home.
- Disability Royal Commission support. In late 2019 ADACAS was funded to provide support to people making submissions to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. The Disability Royal Commission is scheduled to run until the end of June 2022.
- Systemic advocacy, which aims to make positive change to policy, regulation and practice to better meet the needs of people with disability, people experiencing mental ill health, older people, and caregivers.

In early 2020 ADACAS was approached by the First Peoples Disability Network of Australia (FPDN) to employ an additional Advocate to work directly with people with disability and their families from Aboriginal and Torres Strait Islander backgrounds for the duration of the Royal Commission. This position has been developed to achieve that purpose and FPDN will work alongside ADACAS, and the Advocate, throughout the Disability Royal Commission to establish connections with the local communities, provide additional coaching and mentoring to the Advocate, and work with ADACAS to ensure a culturally safe and healthy workplace.



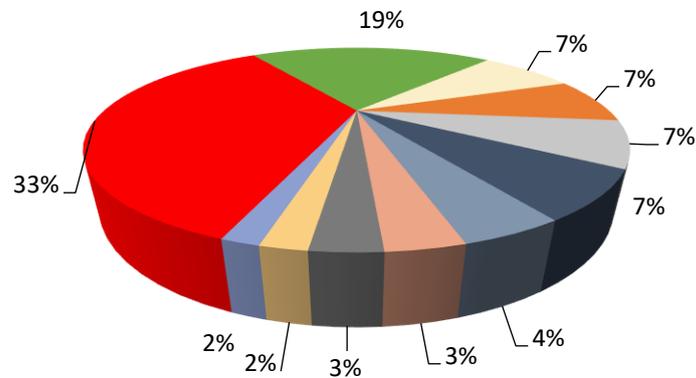
ADACAS Organisational Chart

Number of clients compared to cases 2014-15 to 2018-19



ADACAS provided advocacy to 534 individuals over 626 various issues in 2018-2019

Distribution of Client Advocacy Issues 2018-19 (%)



- NDIS
- Accommodation
- Services
- Abuse
- Legal
- Health
- Financial
- Vulnerable/ Isolated
- Child protection
- Access to Non-NDIS service
- Children

NB: 'Other' includes the following issues which range from 0-1% in value; Discrimination, Employment, Education, Recreation, Disability Service Complaint, Transport, Physical access, Equipment aids, Government payments and community inclusion.

During 2018-2019 one third of issues faced by advocates related to the NDIS

About the role

The Disability Royal Commission commenced in 2019 and is due to conclude in 2022. ADACAS has been funded to assist individuals with disability, who have been affected by the types of abuse, exploitation and disadvantage outlined in the Commission's Terms of Reference, to engage with the Royal Commission and also to receive whatever form of legal and/or counselling assistance they may require. This position has been developed in collaboration with the First Peoples Disability Network of Australia (FPDN).

The Advocate will provide culturally appropriate individual advocacy support to Indigenous people with disability and deliver information to Indigenous people with disability to understand how to connect to the Disability Royal Commission and to access services. They will be required to exercise professional judgement and initiative in response to moderate to complex advocacy issues whilst maintaining accountability within the organisation's frameworks. The Advocate will be required to develop a sound knowledge of legislative, regulatory and funding context in which they undertake their advocacy.

The advocate will increase knowledge of best practice and challenges in delivering culturally safe and appropriate disability advocacy to Indigenous people with disability. Advocates work collaboratively as a member of the ADACAS team and may be required to undertake other duties such as client intakes and systemic advocacy research.

ADACAS' Reconciliation Action Plan (RAP)

In 2019, ADACAS commenced work on developing its first Reconciliation Action Plan (RAP) through the formation of a RAP Working Group made up of staff members and the ADACAS CEO. In 2020 the Working Group expanded to include two Indigenous Cultural Mentors, and also a member of the ADACAS Board. We decided to begin with a Reflect RAP and in April 2020 the Rap Action Plan was endorsed by the ADACAS Board, and sent to Reconciliation Australia in May 2020 for their feedback. We began with Sorry Day in Reconciliation Week, and anticipate that we will achieve our initial Reflect RAP during NAIDOC Week 2020 (5 July to 12 July). We have a project plan in place to continue to work toward an Innovate RAP.

In developing a RAP, ADACAS commits to completing the following actions over the next 12 months to ensure we are well positioned to implement effective and mutually beneficial initiatives as part of future Reconciliation Action Plans.

- Identify relationships, respect and opportunity actions specific to our work and to our sphere of influence.
- Focus on building relationships both internally and externally through: - raising awareness with our stakeholders; and - ensuring a shared understanding and ownership of our RAP within our organisation.

Development of future RAPs will continue to involve consultation with staff and external stakeholders to ensure commitment and support for ADACAS RAPs.

POSITION RESPONSIBILITIES

Royal Commission Support

- Demonstrate an understanding of the issues affecting Aboriginal and/or Torres Strait Islander people, and an ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.
- Assist and support the Indigenous community of the ACT to understand the Disability Royal Commission and the support services available should they wish to make a submission;
- Provide education/awareness raising sessions to indigenous led/run organisations about the Royal Commission for the purpose of conducting outreach to people who may have been affected and may wish to testify to the Commission;
- Help and support Indigenous people who want to participate in the Disability Royal Commission to plan the best way to tell their story;
- Using a trauma-informed approach, support clients to engage with the Royal Commission in whatever format is preferable and available to them;
- Provide advice to clients on issues/risks that may arise while engaging with the Disability Royal Commission (noting legal issues/risks will be referred to appropriate legal advisory services);
- Assist with other related issues faced by Indigenous people engaging with the Disability Royal Commission, e.g., accessing services, finding housing, stopping discrimination or making complaints;
- Provide referral supports to applicants who may require additional support to external stakeholders/agencies, such as legal and counselling practitioners;

Individual Advocacy

- Support and/or represent ADACAS clients, applying a best practice approach in individual advocacy.
- Whether direct or indirect, provide advocacy in accordance with ADACAS policy and procedures.
- Keep up to date with the operational requirements of providing advocacy, including under the National Disability Insurance Scheme (NDIS), and distribute information and updates to all ADACAS staff.
- Keep up to date with general administrative duties as may be required to provide advocacy within guidelines.

Reporting

- Record and input information accurately into the ADACAS Case Management System (CMS) within agreed timeframes.
- Coordinate with the Advocacy Team Leader to provide reports within the timeframes and to ensure the outcome achieved is in accordance with the Funding Agreement;
- Provide fortnightly timesheets, which reflect actual working hours when compared with the CMS, to the Advocacy Manager.

Systemic Advocacy

- Identify key trends, including potential and actual systemic advocacy issues and contribute to the development and implementation of appropriate responses;
- Assist ADACAS in the preparation of reports and submissions which address identified systemic issues;
- Assist ADACAS at inquiry hearings and other forums where systemic advocacy issues are being discussed, as determined by the CEO and Management Team;

Quality assurance

- Apply a continuous improvement and quality assurance ethos within areas of responsibility.
- Work individually as well as part of a team of Advocates to achieve and improve the quality of client outcomes.
- Contribute to the development and improvement of the ADACAS quality management system.

Relationships management and external promotion

- Represent ADACAS at events as delegated and at designated agency network meetings.
- Establish and maintain effective relationships with government officials and other service providers as required, and take part in meetings with representatives.
- Contribute to identifying potential education and promotional activities.
- Deliver education about ADACAS and its activities to groups in the community.
- Deliver training sessions in educational institutions about the work of ADACAS, advocacy and any other work that ADACAS has expertise in.

Member of the Staff Team

- Demonstrate a knowledge of and commitment to the rights of the people ADACAS works with, and the role of advocacy and support coordination within the social services system.
- Actively participate in regular Intake and Staff Team meetings, along with planning, budget and other meetings that may require Staff Team input.
- Undertake regular supervision and performance appraisal with the Advocacy Manager.
- Demonstrate and model cultural competency in every day work.

Administration and organisation

- Model effective time management in line with ADACAS policy.
- Ensure scheduled meetings and appointments are attended.
- Ensure all activities within responsibility are recorded accurately on IVO (CMS) and are up to date (basic legal note taking training provided).
- Ensure all duties are undertaken within the hours allocated to the position, and manage this time to limit the requirement for overtime.

APPENDIX 1: ADDITIONAL SPECIALISATIONS

Advocates at ADACAS also specialise in the following areas:

Disability/Mental Health

- Provide individual advocacy for people with disability and people with mental health issues.
- Conduct outreach to the Adult Mental Health Unit, Dhulwa Mental Health Unit and other relevant places in the ACT.
- Represent clients at Psychiatric Treatment Order (PTO) hearings.
- Assist clients in their dealings with Care and Youth Protection Services, including support through the Children's Court process.
- Assist in inputting client experiences into systemic efforts made by ADACAS in relation to disability and mental health.

Aged Care

- Provide individual advocacy for older people.
- Assist vulnerable older people to have their voice heard in decisions that affect their lives and are able to exert choice and control in such decisions.
- Provide education/awareness raising sessions on relevant issues such as about ADACAS, advocacy and elder abuse. □ Conduct outreach to older people in residential aged care facilities and other locations where older people may access aged care services.

Support Coordination

- Analyse NDIS plans to establish what services clients could obtain and how often they could have them as determined by individual budgets.
- Assist and support participants' informed decision making.
- Assist participants to exert choice and control in their service and support arrangements.
- Enable participants to have their voice, views, opinions and preferences articulated in forums where others are making decisions which impact directly on their lives.
- Inform and educate participants and those around them on available service and support options and their relative advantages and disadvantages.
- Engage service providers and work with them to shape their support in response to participants' requirements.
- Work with housing providers to find suitable accommodation and support for participants.
- With participants review existing plans and assist in the identification of supports and resources which may need to be retained, increased or added onto an NDIS Plan.
- Towards the end of an NDIS plan, assist the client to obtain the necessary reports and support letters to evidence further NDIS funding.
- Record all time worked and monitor the availability of billable hours in participants' plans.

External Merits Review

- Provide direct advocacy support to individuals who are challenging decisions through the AAT or in other tribunals and court settings in accordance with ADACAS policy and procedure through:
- assisting individuals to represent themselves;
- assisting individuals to make informed decisions, including through identifying and exploring options for exercising their rights; provision of information and other strategies as required;
- supporting, and/or representing the individual through the implementation of the chosen option;
- working alongside the ACT Legal Aid Commission, in line with the Memorandum of Understanding;
- liaison with, and referral to, other agencies as appropriate.
- Coordinate, prepare and deliver NDIS Appeals information sessions and workshops through the year.
- Assist in the development of agency/capacity-building through individual advocacy, coaching and the implementation of supported decision making practices.

Selection Criteria

In order to be selected for this position, applicants first need to demonstrate how they meet the essential and desirable criteria associated with the role. The included Position Description provides information about the general duties of the role. In this case you are applying for a role which has a principal focus on ADACAS Indigenous Community Advocate, and the selection criteria below reflects this. Applicants are to write a brief statement of claim addressing the criteria below.

CRITERIA:

1. Personal Qualities (Essential)
<ul style="list-style-type: none">• A commitment to human rights and social justice for all people.• Positive attitude and ability to work collaboratively with other staff.
2. Skills (Essential)
<ul style="list-style-type: none">• Knowledge and understanding of Aboriginal Torres Strait Islander societies and cultures and an understanding of the issues which are affecting Aboriginal & Torres Strait Islander people with disability and their families• Demonstrated ability to communicate sensitively and effectively with Aboriginal & Torres Strait Islander people.• Ability to work effectively with vulnerable people, including people with disability, older people, people experiencing mental ill-health, and people who have experienced trauma, and including those from CALD and ATSI backgrounds• Ability to develop and maintain professional relationships with a broad range of internal and external stakeholders.• Ability to adjust communication style to suit the diverse needs and preferences of clients and their circumstances.• Ability to de-escalate intense situations and work empathetically with vulnerable people.• Ability to prioritise work, and set and keep to deadlines.• Problem solving skills, and a demonstrable ability to make good judgements and take decisions.• Ability to maintain client files, and ensure privacy and confidentiality.• Computer literacy and the ability to use client databases and other relevant software.
3. Knowledge and Experience (Desirable)
<ul style="list-style-type: none">• Experience in connecting and creating referral networks in the community.• Familiarity with and understanding of the United Nations' <i>Convention on the Rights of Persons with Disabilities</i>
4. Qualifications (Desirable)
<ul style="list-style-type: none">• Tertiary qualifications in health, law, counselling, social sciences or vocational training relevant to community services.

CODE OF PRACTICE

ADACAS promotes, protects and defends the rights of people with disabilities, people who are ageing and the people who care for them, through advocacy, information provision, education and research.

ADACAS will actively seek the protection and enhancement of the Rights of individuals using the service. All attempts will be made to meet the expressed needs of the individual, within legal, ethical and resource considerations. ADACAS will clearly state to the potential service user what can reasonably be achieved so as not raise expectations of assistance that cannot be delivered. ADACAS' manner and conduct will be open and approachable, persistent and thorough. Advocacy will be undertaken in a way that is sensitive to the individuality, age, sexuality and gender of the person and respectful of their cultural, linguistic and religious background. The confidentiality of information relating to individuals using ADACAS is assured. All documents, records, files and any other information will remain confidential. Individuals using ADACAS will have access to all documents, records and files related to their situation.

ADACAS considers it vital that people with disabilities and people who are older are actively involved in directing and developing the organisation. ADACAS is thus managed by a committee with active representation of people with disabilities, people who are older and people who care for them as well as interested community members. This committee actively seeks consultation with service users.

Equal Employment Opportunity (EEO)

ADACAS is an advocacy agency based on the foundation of fundamental human rights and social justice for all people. ADACAS is an organisation which values and celebrates diversity. ADACAS recognises that this diversity, as demonstrated by the infinite variety of people, is a natural occurrence which adds to the richness of ADACAS, our community, and our own lives.

We recognise that the community as a whole becomes richer and stronger when people with different life experiences are able to make their contribution. As the broader community comes to experience and accept "different-ness" within itself, so the lives of people who are made vulnerable to discrimination and marginalisation, in particular, through disability or age-related disability, are made more secure and fulfilling. It is within this context that the ADACAS EEO policy has been developed.

The ADACAS Management Committee is committed to ensuring that people who are the most competent, in their personal attributes, skills, experience and qualifications, and committed to promoting, protecting and defending the rights and welfare of people made vulnerable through disability and/or age are employed by ADACAS. ADACAS is an "equal opportunity" employer. ADACAS will not unlawfully discriminate against anyone in employment policies and practices, including recruitment, training, development and promotion, on the basis of;

- age;
- gender and transgender;
- sexual identity and preference;
- pregnancy;
- disability;
- race, colour, ethnic or ethno-religious background, descent or nationality;
- marital status; and
- carer's responsibilities.

Recruitment

People with these characteristics are encouraged to apply for any position at ADACAS. The most suitable candidate will be selected to fill vacant positions. This will be determined by reference to the selection criteria for the position, and each individual candidate's experience, qualifications and referees reports. ADACAS unequivocally upholds the rights of people with any of the characteristics in all of the groups listed above to live their life as they choose without harassment.

How to apply

Your application should consist of:

- a resume;
- referees [(email and phone contact) minimum of 2], who can verify your claims; and
- a covering letter explaining why you are interested in this role and in turn statements and examples on how you meet the selection criteria.

E-mail your application to:

adacas@adacas.org.au

Or you may send your application by post to the following address:

ADACAS, PO Box 3167, Weston Creek ACT 2611

Please send all postal applications 1 week in advance to avoid delays.

What will happen then?

We can only acknowledge receipt of your application by e-mail, so please include your e-mail contact details as part of your application.

We will review all applications and short-list applicants on the basis of their claims against the selection criteria. Those people selected will be contacted to make arrangements for an interview. At that time, please let us know at this time if you have any special requirements in respect of your interview.

After the interviews ADACAS will make an interim decision, based on your claims against the selection criteria and your performance at interview. We may contact your referees to verify your claims and our findings and will request a Police Check as part of the Working with Vulnerable People Check for the preferred applicant, (see below). We will then contact you to discuss details of when you might start work etc.

If you are not successful once interviewed we will advise you in writing. You may request additional information on why you were not successful by arranging a return contact time to discuss the outcome.

Police Check/ Working with Vulnerable People Check

At ADACAS, an staff will work with people with disability and older people who are disadvantaged and/or vulnerable. To ensure the safety of our clients a police check and a Working with Vulnerable People Check (WWVPC) will be conducted on all ADACAS employees. ADACAS will meet the costs of the Police Check and WWVPC.

If you are being considered for appointment, ADACAS will ask you to forward a signed authority form for the Police Check and WWVPC. If you do not forward the authority form within 5 days, we will assume you no longer wish to continue with your application.

It may take several weeks for the check to be completed, and ADACAS may appoint you on an interim basis pending receipt of the police report and WWVPC. If this occurs you will be asked to sign a statutory declaration that you are a fit person to interact with vulnerable clients. In the event the report reveals convictions as detailed above, your employment may be terminated.

Conditions of Employment

ADACAS employs staff under conditions which are equal to or better than those contained in the Social, Community, Home Care and Disability Services Industry Award 2010. A copy of the Award is available for perusal at the ADACAS offices.

The salary range for the position has been mentioned and the range will be dependent on the individuals level of skill and experience. Salary Packaging up to \$30,000 grossed up is available.

The position is ongoing subject to funding. The hours are based on the fore-mentioned documentation provided. A six month probation period will apply.

ADACAS hours of operation are 9am to 5pm Monday to Friday. ADACAS is a “family friendly” agency, and hours/days of work will be negotiated to ensure a mutually beneficial arrangement. Additional work beyond these hours may be offered to staff occasionally.

More information about this position

In this position you will generally be working with people with disability, experiencing mental ill-health or people who are older and frail. Your duties are covered in the Position Description.

ADACAS will provide you with a detailed orientation and induction to the agency and your new job.

Where to get more information:

The ADACAS website is www.adacas.org.au or contact the Team Leader of AAT Appeals and DRC, Sara via email sara@adacas.org.au or phone (02) 6242 5060

Thank you again for your interest.

Yours sincerely,

A handwritten signature in black ink that reads "Michael Bleasdale". The signature is written in a cursive style with a large initial 'M'.

Michael Bleasdale
Chief Executive Officer