Communication Rights Australia

Job title:	**Human Rights Advocate**
Hours:	22.8 hours per week
Salary range:	SCHCADS Award 2010 (depending on experience)
Location:	4/3 Tuck Street, Moorabbin
Region:	State wide
Reports to:	Snr Advocate
Commence:	Immediately

Organisational Information:

Communication Rights Australia, in partnership with people who have little or no speech, is an independent, not-for-profit advocacy and information agency. We recognise fundamental change is necessary within the community so that people with a disability, especially those who have little or no speech, may enjoy the same rights as other citizens. Communication Rights Australia has a commitment to a human rights approach and has developed alliances state-wide, nationally and internationally to ensure there is engagement with individuals, advocates and other key stakeholders, within the disability and general community, to enhance this approach.

Communication Rights Australia uses the United Nations Convention on the Rights of People with Disabilities, Victorian Charter of Human Rights and Responsibilities, Disability Discrimination Act and government policies to ensure people can enjoy their rights. Our activities promote change and facilitate inclusion into the community.

Governed by a volunteer Board and recently awarded the Federal Government National Disability Award for Excellence in Advocacy, our services are designed to break down barriers and remove discrimination through:

- Individual and systemic advocacy, advice and referral;
- Information on human rights, entitlements, and the right to communicate;
- Community education and outreach.

Position
The primary purpose of the Human Rights Advocate is to assist vulnerable and disadvantaged Victorians to identify and resolve their issues through the delivery of high quality advice, referral, support and advocacy.

The Advocate also contributes to other aspects of the organisation's operations such as data collection, evaluation, networking and relationship building, identification of systemic issues, reporting and administration.

Extent of Authority
All work and conduct is to be performed in accordance with Communication Rights Australia's Policy and Procedures, Program Guidelines, Program Work Plan and Working Instructions.

Professional judgement is exercised in the performance of routine tasks and client services.

Direction is sought prior to engaging in non-routine tasks and client services.

Key Areas of Responsibility

1. Deliver advice, referral, support and advocacy.
1.1 Provide information, advice, advocacy, negotiation and referral service, in accordance with Communication Rights Australia's Policy and Procedures requirements, to people who are seeking assistance in relation to their rights, entitlements and obligations, where they face discrimination and infringements of their rights.
1.2 Conduct ongoing advocacy in accordance to our Guidelines and Program requirements.
1.3 Provide support to and representation for individuals in initiating and defending matters in a range of settings including Victorian Civil and Administration Tribunal.
1.4 Assess capacity, encourage and support individual clients to undertake self-help actions related to the resolution of their matter, as appropriate.
1.5 Operate a caseload limit as directed.
1.6 Maintain an appropriate case management system, including undertaking regular file reviews.
1.7 Maintain accurate and up to date records, such as file notes, service delivery, client and casework statistics.
1.8 Develop and maintain up to date knowledge of relevant legislation, procedures and practices relevant to the position.
1.9 Develop and maintain up to date knowledge of relevant information, resources and referral options for clients.

1.10 Participate in regular Intake and Referral meetings and supervision.
1.11 Conduct all work within the requirements of the organisation's professional indemnity insurance and the organisation's Policy and Procedures.
1.12 Support activities of the Information and Outreach Program as required, including accompanying the Worker on visits.

2. Participate in networking and community liaison

2.1 Liaise with relevant organisations and workers to promote Communication Rights Australia's services and access complementary client services/resources.
2.2 Represent Communication Rights Australia at relevant community, government and other forums as directed.

3. Contribute to systemic advocacy and policy development activities

3.1 Identify and report trends and issues arising from advice and advocacy practice.
3.2 As directed, participate in activities which seek to ensure greater legislative and practical protection for Communication Rights Australia's clients.

4. Work as part of a team

4.1 Actively and constructively participate in Communication Rights Australia team meetings.
4.2 Support other team members in undertaking client and program related duties.

5. Contribute to reporting and accountability

5.1 Report to and participate in regular supervisor meetings with manager.
5.2 Discuss advocacy matters with supervisor and take direction as required.
5.3 Assist with collection of data and preparation of reports and other accountability documentation/process as required.

6. Training and Professional Development

6.1 Participate in training and professional development as appropriate.
6.2 Attend staff meetings and Intake/Referral meetings.
6.3 Participate in annual staff appraisal process.

7. General

7.1 Undertake administrative and associated tasks associated with work role.
7.2 Contribute to general administration and operational duties as directed.
7.3 Other duties as directed.

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Accountability
Reports directly to Chief Executive Officer
Position is supervised by senior advocate or CEO in relation to advocacy.
Position is accountable to the Chief Executive Officer.
No position reports to this position.

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Remuneration and Conditions of Employment:
An individual contract of employment will be negotiated.

The *Federal Social, Community, Home Care and Disability Industry Award 2010* provide the basis for employment of Communication Rights Australia staff. Individual negotiated terms and conditions of employment, over award conditions and agreed variations in work practices may be in place and these will be reflected in the contract of employment.
There will be a 6 months' probation period and salary packaging is available.

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Qualifications:
A tertiary qualification in community development, social work, social sciences or related areas is preferred. Applicants who are working towards these qualifications will be considered. The Applicant must hold a current Victorian Driver's Licence.

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Key Selection Criteria:

1. Human Service qualification with a focus on human rights.
2. Demonstrated experience of a sensitive approach to working with people.
3. Demonstrated experience and understanding of legislative/disability sector environment and the issues impacting upon marginalised groups.
4. Demonstrated ability to work independently and within a team.
5. Demonstrated ability in developing and implementing strategies to ensure problem solving, future growth and development of the individual and organisation.
6. High level of interpersonal skills, negotiation and mediation skills.
7. Highly developed oral and written communication skills.
8. Demonstrated ability to exercise sound professional judgement and to work independently.
9. Well-developed organisational and time management skills.
10. Computer literacy in data base, word processing and electronic communication programs.

11. Knowledge of discrimination and human rights legislation is an advantage.

Special Conditions:

- The Human Rights Advocate must hold a current Victorian Driver's Licence and have access to a reliable, comprehensively insured vehicle.
- The position will be primarily based across the Melbourne Metro and outer suburban areas; regional and rural areas may need to be visited as required.
- Some out of hours work may be required.
- All staff are required to take responsibility for a safe and healthy work environment and have a commitment to equal employment opportunity and a work place free from discrimination and harassment.
- All staff are expected to comply with the *Staff Code of Conduct, Communication Rights Australia Policy and Procedures* and related instruments.
- Confirmation of employment is subject to a satisfactory standard Police Check and Working with Children Check. Updated Police Checks may be required during employment.
- Communication Rights Australia operates a smoke-free work environment.

Applications:

All applicants must address the Key Selection Criteria in their application. Applications close on 3rd May, 2018 COB. No late applications will be accepted. Please forward application to Monique@communicationrights.org.au or further details phone 03 9555 8552.

Date Prepared or last updated: April 2018

Chief Executive Officer

Date: 17/04/2018

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