

*Rights Information and Advocacy Centre*  
*Position Description: [NDIS Appeals Support/Advocate](#)*

---

**POSITION DESCRIPTION - NDIS Appeals Support Officer/Advocate**

<b>Position:</b>	NDIS Appeals Support Officer/Advocate
<b>Employer:</b>	Rights Information and Advocacy Centre Inc.
<b>Hours:</b>	Full time FIXED TERM ENDING 21/12/2018
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 and the National Employment Standards
<b>Classification:</b>	Social and Community Services
<b>Management/Supervision:</b>	NDIS Appeals Manager
<b>Location:</b>	1 full-time position in Bendigo 1 full-time position in Geelong

---

## **Background**

The Rights Information and Advocacy Centre Inc (RIAC) is a not for profit organisation operating throughout central and north western Victoria, Geelong and southern New South Wales providing information, advocacy and support to people with disabilities, older people, their, families, carers and communities.

The Australian Government has provided funding for a National Disability Insurance Scheme Appeals Program which plays an important role in ensuring that National Disability Insurance Scheme (NDIS) decisions are fair and robust. RIAC provides this program in a number of areas. There is a strong commitment to ensuring that the NDIS Appeals program is accessible and as non-adversarial as possible for people with disability and, as part of that commitment, all applicants seeking reviews by the Administrative Appeals Tribunal will be entitled to a support person.

This role involves both Advocacy and NDIS Appeals work.

## **Position Objective**

The NDIS Appeals Support Officer will play a key role in providing support and assistance to applicants whilst they navigate the process of seeking an AAT review of NDIS decisions. There will be a strong focus on fostering 'self-advocacy' where possible. Where self-advocacy is not appropriate, the NDIS Appeals officer will, in partnership with the applicant, develop and implement a plan which will provide effective support. The incumbent will also have specific responsibilities for promotion and education within the community and will have a range of reporting and administrative responsibilities that are required for RIAC's quality assurance purposes and to meet funding body arrangements.

## ***Key Roles & Responsibilities***

### Individual Support & Advocacy

- Foster self-advocacy (supporting individuals to put their own case before the AAT)
- Where self-advocacy is not appropriate, provide individual advocacy support, developing and implementing an individual plan in partnership with the applicant
- Assist applicants to navigate the process of seeking AAT review of Agency decisions, including preparing documents, attending conferences and hearings
- Refer to the Central Assessment Provider where legal issues are highlighted and a determination needs to be made as to whether legal assistance is warranted (for complex or novel legal cases)
- Work one-to-one with people with disability and/or their carers to ensure and facilitate their access to services, and equitable treatment within services;
- To ensure that all relevant Disability Advocacy Standards and legislation are complied with;
- To adhere to RIAC's policies, procedures & systems;
- To contribute to RIAC meeting advocacy targets;
- To maintain effective working relationships with relevant service providers, stakeholders and Government Departments;
- To ensure effective working relationships are developed and maintained with all other RIAC staff
- Have an understanding of individual advocacy and its relationship to the lives of people with a disability.
- Demonstrated commitment and a clear understanding to human rights and social justice.
- Ability to analyse, plan and implement advocacy strategies with or on behalf of people with disability.
- Knowledge of the disability and human services networks at regional, state and national levels and how they may impact on people's lives.
- An understanding, or the ability to quickly acquire an understanding, of all Acts of Legislation relevant to the lives of people with disability.
- Sound written and oral communication skills and computer skills, including the ability to prepare case notes, advocacy plans and other documents; liaise with stakeholders; promote the agency and communicate well with clients, colleagues and other agencies.

### Training and Development

- Assist in the development of skills in self-advocacy – conducting individual or group sessions.
- Attend relevant training to develop skills and knowledge relevant to the role.
- Network with other support persons in the NDIS sites and liaise with the AAT as necessary.

### Education and Promotion

- Provide a community education role by providing information about the availability and role of the support person.
- Develop promotional materials in a range of accessible formats.
- Identify potential education and promotional opportunities.
- Evaluate sessions and prepare reports on activities.

### Administration and Reports:

- Collect and maintain client information on databases.
- Collate data and draft other reports as necessary

### Other functions including:

- Identify systemic issues and trends.
- Actively contribute to RIAC meetings and participate in staff development initiatives.

### **KEY SELECTION CRITERIA**

To competently perform in this position, the person should possess the following knowledge, skills and experience outlined in the following Key Selection Criteria:

1. Demonstrated understanding and strong commitment to the rights and interests of people with disability and self-advocacy as an essential part of effective empowerment.
2. Experience in developing and maintaining effective communication with clients on complex matters, issues and/or complex situations.
3. Experience in working flexibly and creating realistic strategies tailored to resolve issues/challenges faced by people with disability. Demonstrated outcomes and strength based focused approach to service delivery.
4. Experience in delivering an accessible and responsive service to clients and the ability to critically review one's own practice.
5. High-level skills in networking and forming capacity-building partnerships with others.
6. Excellent organisational skills and a demonstrated capacity to act independently using discretion and sound judgement.

### **Mandatory Skills/Experience**

1. Qualifications in social sciences, human services and/or a minimum three years equivalent combination of relevant experience, education and/or training in the community services sector.
2. Demonstrated ability and experience in working effectively and collegially in partnerships and as part of a team.
3. Competent, or have the capacity to become competent, in the use of relevant computer software programs.
4. A Victorian Drivers' license.

***Other position requirements:***

1. The completion of a satisfactory National Police Records Check, Working with Children Check and stat dec regarding overseas residency/international police check will be required prior to commencement.
2. The incumbent will be required to work in accordance with RIAC's performance development system and RIAC's policies and procedures.
3. Some overnight travel may be required on occasions.

**Authority**

The NDIS Appeals Support Officer/Advocate reports directly to the Manager, NDIS Appeals/Advocacy.

**Award / Agreement**

RIAC employees are employed under the Social, Community, Home Care and Disability Services Industry Award 2010 and the National Employment Standard.

RIAC currently has generous salary packaging arrangements available to its employees.

**Performance Review**

A six month probationary period applies to this position. RIAC has a Performance Development Policy which includes the development and review of an annual Performance Plan.

**Further information can be obtained from NDIS Appeals/Advocacy Manager-Nicole James on 0491 208 107.**

**An application for employment and an up-to date resume should be emailed to [nicolej@riac.org.au](mailto:nicolej@riac.org.au).**