Information Package for Applicants for Logan Advocacy position

Advocate

Individual and Group Advocacy Service
Based in PWDA Logan QLD Office
Part-time fixed Term 6 month Contract (28hrs / 4 days per week) with the possibility of extension dependent on ongoing funding.

This information package is designed to provide applicants for the role of Advocate with an overview of the organisation, the position, and the application and selection process.

1. THE ORGANISATION

1.1 Description

People with Disability Australia Incorporated (PWDA) is a national disability rights organisation. Its primary membership is made up of people with disability and organisations primarily constituted by people with disability. PWDA also has a large associate membership of other individuals and organisations committed to the disability rights movement. PWDA was founded in 1981, the International Year of Disabled Persons, to provide people with disability with a voice of our own. PWDA has a cross disability focus – we represent the interests of people with all kinds of disability. PWDA is a non-profit, non-government organisation.

1.2 Our vision

PWDA’s vision is of a socially just, accessible and inclusive community, in which the human rights, citizenship, contribution, potential and diversity of all people with disability are respected and celebrated with pride.

1.3 Our purpose

Our purpose is to be a leading disability rights, advocacy and representative organisation of and for all people with disability, which strives for the realisation of our vision of a socially just, accessible and inclusive community.

1.4 Our activities

PWDA provides the following services:

- Rights related information, advice and referral services for people with disability and their associates;
- Short-term individual and group advocacy assistance for people with disability and their associates;
- Strategic legal advocacy, law reform, and other legal policy analysis and advice;
• Advocacy for reform around systemic issues that adversely affect people with
disability and their associates;

• Representation and Coordination of the sector of interest constituted by people
with disability and their associates to government, industry and the community
generally;

• Capacity-building partnerships with disabled peoples organisations;

• Disability rights related research and development around issues of concern to
people with disability and their associates;

• Disability rights related training and education for people with disability and their
associates, service providers, government and the public.

1.5 Our values

PWDA believes that people with disability, irrespective of our age, gender, cultural or
linguistic background, geographic location, sexuality, or the nature, origin, or degree
of our disability:

• have a right to life and to bodily integrity;

• are entitled to a decent standard of living, an adequate income, and to lead active
and satisfying lives;

• are people first, with human, legal and service user rights that must be
recognised and respected;

• are entitled to the full enjoyment of civil rights and responsibilities;

• are entitled to live free from prejudice, discrimination and vilification;

• are entitled to social supports and adjustments as a right, and not as a result of
pity, charity or the exercise of social control;

• contribute substantially to the intellectual, cultural, economic and social diversity
and well-being of our community;

• possess many skills and abilities and have enormous potential for life-long growth
and development;

• are entitled to live in and be a part of the diversity of the community;

• have the right to participate in the formulation of those policies and programs that
affect our lives;

• are entitled to make our own life decisions, and to any decision-making support
PWDA may need to do so;

• are entitled to individualised services and supports which we are able to direct
according to our needs and preferences; and
must be empowered to exercise our rights and responsibilities, without fear of retribution.

1.6 Our guiding principles

- PWDA will be passionate, innovative and fearless in the promotion and defence of the rights and interests of people with disability;
- PWDA will be accessible and responsive to our community and inclusive of its diversity;
- PWDA will actively facilitate and value the involvement of people with disability in our organisational governance and policy and program development;
- PWDA will recognise and support all means and modes of communication of choice, including via sign languages, augmentative communication, communication technologies and live communication support, so as to ensure our voices are heard and understood;
- we will encourage, empower, and support the civic participation of people with disability;
- PWDA will be collaborative and supportive in our relationships within the disability rights movement as a whole, at the local, regional, state, national and international levels;
- PWDA will be accountable for our activities to our members, to people with disability generally, and to the public;
- PWDA will always act with honesty and integrity;
- PWDA will be resourceful and efficient in obtaining and managing the resources needed to undertake our work;
- PWDA will recognise and value the contribution of our members, our Board, our staff and volunteers towards the achievement of our vision.

1.7 Organisational Structure

PWDA has an innovative organisational structure designed to allow the flexibility the organisation needs to respond to external opportunities and changes.

This structure sees the executive management of PWDA comprising a team of two PWDA Co-Chief Executive Officers, each sharing responsibility for the overall performance of the organisation. Each Co-CEO is also responsible for specific programs and projects, as designated by the Board from time to time.

The two PWDA Co-CEOs report to the Board.

The organisation is structured into three broad program areas:

- Advocacy Projects and Communications
In addition there are a number of projects, run by project managers, who individually report to one or other of the Co-CEOs.

2. POSITION DESCRIPTION

2.1 Job Description and Specification

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Advocate</th>
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</thead>
<tbody>
<tr>
<td>Reports To:</td>
<td>Manager, Individual and Group Advocacy QLD</td>
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<tr>
<td>Direct Reports:</td>
<td>None</td>
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<tr>
<td>Budget:</td>
<td>N/A</td>
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<tr>
<td>Job Purpose:</td>
<td>To provide advocacy support to individuals or</td>
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<td></td>
<td>groups of individuals with disability, and</td>
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<td></td>
<td>their associates, to promote and protect</td>
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<td></td>
<td>their human, legal and service user rights</td>
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<td>in accordance with the National Disability</td>
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<td></td>
<td>Service Standards.</td>
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<td></td>
<td>The Individual and Group Advocacy Service</td>
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<tr>
<td></td>
<td>provides short-term, issue-based individual</td>
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<td></td>
<td>and group advocacy assistance for people with</td>
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<td></td>
<td>disability and their associates in NSW. It</td>
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<td></td>
<td>provides information, advice and referral</td>
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<td></td>
<td>services and intensive individual advocacy</td>
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<tr>
<td></td>
<td>assistance. It is a national, cross-disability</td>
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<tr>
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<td>service primarily funded by the Commonwealth</td>
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<td>Government under the Disability Services Act,</td>
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<tr>
<td></td>
<td>1993 (Cth). The Unit also undertakes individual</td>
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<td></td>
<td>advocacy and group projects funded by the NSW</td>
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<td></td>
<td>State Government.</td>
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<tr>
<td>Job Grade</td>
<td>Level 5 – SCHADS Modern Award 2010</td>
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<tr>
<td>Stakeholders:</td>
<td>People with disability and their associates</td>
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<tr>
<td></td>
<td>Advocacy agencies</td>
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<tr>
<td></td>
<td>Government departments and agencies</td>
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<tr>
<td></td>
<td>Non-government organisations</td>
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<td></td>
<td>Providers of goods and services for people</td>
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<tr>
<td></td>
<td>with disability</td>
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<td></td>
<td>Funding agencies</td>
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<td>Date Prepared:</td>
<td>April 2017</td>
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PWDA reserves the right to alter this position description from time to time in accordance with the needs of the organisation.
<table>
<thead>
<tr>
<th>Key Result Areas</th>
<th>Performance Measures</th>
<th>Actions/Duties</th>
</tr>
</thead>
</table>
| **Advocacy**     | Number of matters closed per quarter | Provide short-term, issue-based individual or group advocacy to people with disability ("clients") including:  
- Conducting face-to-face and / or telephone meetings with clients to assess facts and understand desired outcomes  
- Developing action plans to achieve clients’ desired outcomes  
- Advising clients on available courses of action according to best interest principles  
- Liaising with and mediating between relevant stakeholders to achieve outcomes  
- Keeping records of matters in accordance with internal and external procedures and protocols  
- Representing client best interest in courts, tribunals, etc. |
|                  | Number of current matters | Assist clients to develop self-help and self advocacy skills |
|                  | Compliance with internal service benchmarks, policies and procedures | Implement outreach strategies for priority populations |
|                  | Currency and accuracy of hard copy and electronic records | From time to time, contribute to or manage advocacy-related projects, including developing project plans, managing resources and undertaking project reporting |
|                  | Evidence of a best interest approach to matters | Provide reports on activity levels and other workload factors as required by the Advocacy Manager |
|                  | Timeliness of reporting | Participate in promotional activities including:  
- Presenting information session on PWD’s advocacy services to various audiences  
- Developing promotional material such as brochures. |
|                  | Client satisfaction | As required, assist the Disability Rights Information Service to:  
- Answer incoming calls and provide information, advice and referral to callers  
- Record details of each call on the database and / or keep other records as required  
- Assess requests for advocacy support, write recommendations and refer to the Manager within designated timeframes. |

**Disability Rights Information**  
100% calls recorded on database  
Accuracy and currency of database records  
Compliance with internal procedures
<table>
<thead>
<tr>
<th>Key Result Areas</th>
<th>Performance Measures</th>
<th>Actions/Duties</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Feedback from Advocacy Manager regarding advocacy assessments</td>
<td>Participate in training and education activities to raise awareness of disability rights</td>
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<td></td>
<td>Feedback and evaluation of promotional activities</td>
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<tr>
<td>Systemic Advocacy</td>
<td>Number of systemic issues identified</td>
<td>Contribute to systemic advocacy initiatives by participating in specific projects as required and proactively identifying emerging systemic issues in the course of providing individual / group advocacy</td>
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<td></td>
<td>Feedback from project leaders</td>
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<tr>
<td>Organisational</td>
<td>Active and involved member of Advocacy Service and PWDA</td>
<td>Prepare for and participate in structured supervision meetings</td>
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<td>Responsibilities</td>
<td>Currency of skills and knowledge</td>
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<td></td>
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<td>Participate in performance development activities including PD&amp;R reviews and training</td>
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<td>Regularly participate in team and general staff meetings, and other meetings as required</td>
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<td>Provide support and coaching to other team members, as required and as directed</td>
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<td>Contribute to organisational development activities such as planning days and continuous improvement initiatives</td>
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2.2 Selection Criteria

Applicants for the position of Advocate are requested to specifically address each of the selection criteria.

**ESSENTIAL CRITERIA:**

- Demonstrated understanding and commitment to the rights and interests of people with disability
- Strong knowledge of the disability sector including government departments and agencies and non-government organisations
- Knowledge of relevant laws and the rights of people with disability
- High-level interpersonal skills including conflict resolution, mediation skills, ability to empathise, active listening skills and the ability to work with people under stress
- Demonstrated superior ability to verbally communicate with a wide range of stakeholders, both face-to-face and by telephone
- Demonstrated strong written communication skills
- Ability to exercise sound judgement and make independent decisions to achieve outcomes for clients
- Demonstrated ability to negotiate outcomes for clients
- Ability to apply best interest principles
- Ability to manage small projects
- Strong organisational skills with the ability to manage workload
- Computer literacy in a Windows PC environment including the ability to work with databases
- Cultural competence
- Current ‘Working with Children Check’

**DESIRABLE CRITERIA:**

- Ability to travel interstate and intrastate
- Personal or family experience of disability
- Degree in social sciences or related discipline

2.3 Salary and Conditions

**Status**

Part time 6 month fixed term contract at 28 hours / 4 days per week. Possibility of extension dependent on ongoing funding.
Annual Salary

($70,004 - $74,112) plus super pro-rated.

Salary packaging benefits up to $15,998 per annum.

Pay

Fortnightly in arrears by electronic funds transfer.

Hours per week

28 hours per week; ordinary time within bandwidth 7:00am to 7:00pm; flexibility to work outside ordinary hours is required.

Annual Leave

Pro-rated 20 days per annum with 17.5% loading.

Other leave

Special Leave; Bereavement Leave; Long Service Leave; Parenting Leave; Adoption Leave; Study Leave. (Note that some leave is paid, some is available without pay, and some is available only at the discretion of the employer).

Conditions

As per the Social, Community, Home Care and Disability Services Industry Award (Modern Award 2010), subject to the People with Disability Australia Incorporated Enterprise Agreement 2013-2017.

Head office Location

Level 10, 1 Lawson Square, Redfern, NSW 2016

Logan Office Location

19-21 Torquay Street, Logan, QLD.

Accessibility

PWDA is a fully accessible workplace. Reasonable workplace adjustment needs are negotiated and managed through Workplace Adjustment Plans.

Travel

Intra and interstate travel and occasional international travel may be required.

Union

Australian Services Union – Social Welfare Branch.

Superannuation

As per Australian Superannuation Guarantee (currently 9.25%), payments to HESTA Superannuation Scheme or as otherwise agreed.

Supervision

Regular structured supervision.
Performance Appraisal

At 3 months and 6 months. Probationary period 6 months

Working with Children Check & National Police Check

PWDA is a registered employer under the Child Protection (Working with Children) Act, 2012. The successful applicant must be approved under the Working with Children Check and National Police Check prior to taking up appointment.

3 MAKING YOUR APPLICATION

If you would like to discuss your interest in the position prior to submitting an application, please contact the Tracey Moffat, Manager, Individual and Group Advocacy, QLD by:

- Telephone: 02 9370 3100
- Email: recruitment@pwd.org.au
- Fax: 02 9318 1372
- TTY: 1800 422 016

Applications may be submitted in writing, by email or by other agreed format. Please discuss other alternative formats with Mr Bowden prior to submitting your application.

Please include the following in your application:

- A statement addressing the essential and desirable criteria for this position
- Your CV
- Names and contact details for two referees

If sent by post, please mark your application Private and Confidential and send it to:

Corporate Services Unit
PO Box 666
Strawberry Hills
NSW 2012

Please mark your application Private and Confidential and email to:
recruitment@pwd.org.au

Applications close at 10 am on Friday 29 September 2017.

4 The Interview Process

If you are successfully shortlisted for this role, interviews are likely to be held week commencing 1st October 2017.
Your preparation for the interview should include some research about our organisation and the services provided by the Individual Advocacy Service (refer to our website at www.pwd.org.au) and preparing examples from your work history of how you have demonstrated the selection criteria. Interview questions will be supplied prior to interview and will be structured around the selection criteria.