



Position Description

Position Title:	Advocacy Worker
Date of Review:	
Location:	223 Hume Street
Reports To:	Advocacy Sector Coordinator
Award:	Social, Community Home Care & Disability Services Award (Queensland)
Remuneration:	Salary will be commensurate with experience and qualifications, plus salary sacrifice provisions
Conditions:	Full time, 68.4 hours per fortnight (9 day fortnight)
Closing Date:	

The Advocacy & Support Centre

A little bit about us....

The Advocacy & Support Centre Incorporated (TASC Inc.) is one of Queensland's most innovative non-profit organisations. It is an organisation that passionately pursues social justice for marginalised people within our community, and that of the often forgotten remote southwest Queensland. We actively challenge laws, practices, assumptions, and beliefs that weigh heavily against forgotten people within our society.

We excel in our chosen fields of legal, advocacy and community development services as evidenced by our multi-award winning programs. The past 2 years have seen us acknowledged with the Queensland Disability Award 2006, the Queensland Consumer Advocacy Award 2006 and the Ministers Award for Excellence 2006 in addition to a Highly Commended National Human Rights Law Award in 2006.

Purpose of Position

To be responsible for the provision of high quality advice, advocacy and referral services, community education and networking in the Toowoomba and South West region of Queensland for people with a disability and/or people renting a residence in Queensland.

The Disability Advocate will also assist the Advocacy Coordinator and advocacy team to meet targets as defined in service agreements, Quality Standards, TASC Procedures and objectives and good practice.

What Benefits Do We Offer?

- Work/life balance including flexible work arrangements
- Flexible 68.40 hours working fortnight
- Generous leave provisions including a nine-day fortnight (approx. five weeks additional leave), four weeks recreation leave, ten days sick leave per year plus additional Christmas leave and long service leave after ten years
- Generous salary sacrificing arrangements
- Six (6) weeks paid maternity leave* (after 12 months)
- Opportunities for professional development, networking and career progression.

*(conditions apply)

Is this Job Right for You?

Duties/Responsibilities of Position

General Duties:

1. Undertake high-level advocacy for people with a disability and/or people renting a residence as defined by the abovementioned legislations by increasing their level of knowledge and understanding of their rights, obligations and entitlements regarding relevant issues and advocating for and on behalf of clients to a range of external agencies and/or systemic basis where appropriate.
2. Provide community education sessions to community and other groups on legislative requirements and general housing and/or disability issues.
3. Develop and maintain appropriate links with the community and participate in broader disability and/or housing consultative and networking processes and undertake approved project work as directed to build relationships with stakeholders where there is a mutual interest and to address systemic issues.
4. Maintain accurate, timely client case file records, ensuring appropriate handover during holidays, RDO's and produce reports in accordance with data collection requirements.
5. Develop and maintain caseload and provide regular statistical and issues based reports to funders in accordance with service agreements.
6. Actively participate as a member of the TASC and Advocacy team to coordinate workload effectively and ensure continuity of service delivery, and actively contribute as a member of the wider Advocacy Sector and TASC teams by attending all meetings as required including internal staff meetings, Sector and case meetings, external Case Conferences and actively contribute to each in a professional and collegial manner.
7. Undertake internal and external learning and development activities to enhance skill level including Induction training, Workplace Health and Safety, Information Technology, mentoring and the on-the-job training.
8. Support and/or represent clients at the relevant Tribunals where appropriate and undertake intra-state travel when required.
9. Use TASC assets and resources responsibly and become familiar with and comply with all policies and procedures including legislative requirements under the SACS Award.
10. Comply with all administration processes including office procedures regarding timesheet recording, reporting of absences, sign in and out, scheduling of electronic diary.
11. Actively promote TASC services and programs to the wider community and Service Providers and seek funding opportunities and partnerships to extend TASC services.
12. Participate in Team Activities as required by the Advocacy Coordinator.
13. Other duties as required by the Advocacy Coordinator.

Are You the Right Person for the Job?

Qualifications

- Qualifications in a Certificate IV or Diploma of Community Services (or a similar field) will be highly regarded, but are not mandatory.
- Experience in the provision of advocacy and/or tenancy services within a community organization or relevant field is desirable.

Characteristics

The person we are looking for will:

- Be able to demonstrate that they have the relevant skills, abilities, knowledge & experience to competently fulfil the duties and responsibilities of this role;
- Be goal oriented and achieve results;
- Be a strategic planner and creative thinker;
- Have the capacity to motivate, train and coach a team of individuals to develop a skilled, resilient and high performing team
- Be able to cultivate productive working relationships;
- Have exceptional problem solving skills and possess high level analytical and project management skills;
- Able to personally excel and effectively lead and motivate others in an environment of change.

Skills and Abilities

1. Proven ability to effectively communicate with and relate to people from diverse cultural, linguistic and socio-economic background
2. Proven ability to effectively liaise across a broad range of agencies and stakeholders in order to advocate for equitable outcomes for clients.
3. Proven ability to work effectively with other professionals in a multi-disciplinary team using cooperative approaches to problem solving and conflict resolution
4. Skills in the development and delivery of community education information
5. Well developed written and oral communication skills
6. Computer skills in Microsoft Office software
7. Personal character strengths based on principles of trust, respect, integrity and fairness.

Knowledge and Experience

1. Demonstrated experience in advocacy, community education, tenancy, housing, disability or community service.
2. Sound knowledge of current advocacy and tenancy issues and the Disability Services Qld Disability Advocacy Standards would be an advantage.
3. Sound knowledge of the Queensland Disability Services Act 2006, the Disability Services (Regulations) Act 2006, the Commonwealth Disability Services Act 1986, the Disability Discrimination Act 1992, the Residential Tenancies Act 1994, and the Residential Services (Accommodation) Act 2002 and the associated issues including legislative changes, accreditation and standards of care.

Selection Criteria

Please address all of the following Selection Criteria. You will be assessed on experience and capability.

- SC1 Demonstrated knowledge of, or the ability to rapidly acquire knowledge of, relevant Legislation; and the government and non-government agencies pertaining to General Tenancies, Residential Services and persons with a disability.
- SC2 Highly developed written and oral communication skills with the ability to respond promptly, effectively and accurately to internal and external client enquiries by phone or written correspondence.
- SC3 Demonstrated high level of interpersonal skills including a high degree of conceptual, analytical and investigative skills within a sensitive/complex client environment and the ability to assist with negotiation and conflict resolution.
- SC4 Demonstrated advocacy experience and commitment to principles and practices of social justice and improving the legal rights of people with a disability and/or people renting a residence in Queensland.
- SC5 Demonstrated ability to effectively manage case work and work schedules under pressure and to work both independently and as part of a team
- SC6 Demonstrated ability to maintain positive and effective internal and external relationships and actively contribute to the successes of the team and organization.
- SC7 Demonstrated ability in the use of Microsoft applications, databases and maintenance of client records and the possession of effective keyboard skills.
- SC8 Basic understanding of human resource issues including Work Place Health and Safety, equal employment opportunity, quality assurance and anti-discrimination as applied in a working environment.

Additional Information for Applicants

- This position description details the minimum outcomes required for employment.
- Some travel may be required in this position, including overnight travel from time to time.
- As TASC Inc. evolves to meet the changing needs of its clients, so will the role required of each of its employees evolve. As such, employees should be aware that this document is not intended to represent the role that the occupant will perform in perpetuity. This position description is intended to provide an overall view of the incumbent's role as at the date of approval. In addition to this document the specifics of the incumbent's role will be described in performance plans developed by the incumbent and relevant supervisor.
- Pursuant to the *Disability Services Act 2006*, the successful applicant must undertake a mandatory criminal history screening and employment will be conditional upon a positive notice from Disability Services Queensland.
- Please note that the appointment of a successful applicant to this position is subject to a 3-month probationary period.
- Employment with TASC Inc. is subject to the signing of a Confidentiality Agreement and agreement to abide by the Code of Conduct for the term of employment.
- To apply for this position, it is recommended you submit:
 - A covering letter quoting the position details and other details deemed pertinent
 - A statement describing how you meet the selection criteria
 - A succinct curriculum vitae or resume
 - The name of two referees with first hand knowledge of your ability to meet the selection criteria
- Please submit your completed application, marked **Private and Confidential**, to:
The Advocacy Coordinator
The Advocacy & Support Centre Inc.
PO Box 594
Toowoomba Qld 4350