



*Independent advocacy for people with disabilities*

## **Application Kit**

### **Recruitment Information**

**Advocate Engagement Officer  
Disability Royal Commission  
(Temporary Contract)**

**This vacancy will be based at our Cairns Office working 30 hrs per week Monday to Friday up to 30 June 2022.**

Enquiries contact:  
Raoul Wilson, Manager  
Telephone: 4031 7377

All correspondence and application to:

### **CONFIDENTIAL**

Raoul Wilson  
Rights In Action Inc  
PO Box 1041N  
CAIRNS NORTH QLD 4870  
OR

Email Address: [raoul.wilson@rightsinaction.org](mailto:raoul.wilson@rightsinaction.org)  
Subject Line: Confidential Application

**Applications Close: Sunday 21/11/2021 at 5.00 pm**

**Late or incomplete applications will not be accepted.**

## Advocate Engagement Officer Position Description

<b>Reports to:</b>	- RIA Assistant Manager for KPI reporting and supervision. - Advocate for mentoring.	<b>Incumbent:</b>	Restructure FY22	<b>Delegations</b>	Nil
<b>Program focus</b>	Disability Royal Commission	<b>Work Type:</b>	Part-Time	<b>Work Hrs p/w</b>	30
<b>Purpose:</b>	To provide high quality individual and systemic advocacy under the National Disability Advocacy Program framework that promotes and protects the human rights and social justice of people with disabilities; and to conduct Disabilities Royal Commission (DRC) advocacy service provision. This service provision is a responsibility tasked with the performance expectation as tabulated below and is to be delivered to the organisational regional demographic and within the funded geographical boundaries. At times this will require the Advocate Engagement Officer to conduct their duties at outreach centres for people with disabilities and mental illness with the necessary WHS measures in place. Furthermore, the Advocate Engagement Officer is responsible for contributing to the organisational targets as defined in service agreements, Quality Standards, RIA's vision, principles, policy and procedures, strategic objectives, and good practice.				
<b>Responsibility</b>	<b>Task</b>				
Individual and Systemic Advocacy service	<ul style="list-style-type: none"> <li>• Provide high-quality advocacy assistance to people with disabilities through the joint development of a client advocacy action plan and provide information, advice, establish referral pathways and provide assistance to people with disabilities, their family, carers, and local support networks.</li> <li>• Visit people in marginalised, segregated, and institutionalised settings such as supported accommodation, hospitals and mental health units, correctional centres and aged care facilities and maintain regular contact with individuals attending Australian Enterprise Services with the view of identifying vulnerable people who may require advocacy assistance.</li> <li>• Undertake high-quality advocacy for people with a disability or mental illness by increasing their level of knowledge and understanding of their human rights, obligations, and entitlements regarding relevant issues.</li> <li>• Accompany and advocate for a person with a disability and/ or mental illness to Mental Health Review Tribunals, Queensland Civil and Administration Tribunal hearings, Magistrates, Family Law, Mental Health Courts and the Administrative Appeals Tribunal.</li> <li>• Identify local systemic issues and develop a response to these issues, including lobbying, campaigning, submissions, and reports.</li> <li>• Advocate for and on behalf of clients to a range of external agencies and/or on a systemic basis, where appropriate.</li> <li>• Collaboratively work across sectors within RIA to facilitate even greater levels of client services.</li> </ul> <p>Understand the National Disability Insurance Scheme (NDIS) and participate in the NDIS as it impacts RIA and advocates for clients using the NDIS.</p>				
Disability Royal Commission (DRC)	<ul style="list-style-type: none"> <li>• Inform people about the DRC, including through outreach.</li> <li>• Help people understand the purpose of the DRC.</li> <li>• Provide advice on issues/risks that may arise while engaging with the DRC (noting legal issues/risks will be referred to appropriate legal advisory services).</li> <li>• Help people work out whether they want to participate in the DRC, and explain the difference between public hearings, private sessions (if such sessions are to occur) and written submissions.</li> <li>• Help people who want to participate in the DRC plan the best way to tell their story.</li> <li>• Help people communicate with the DRC about required communication supports (e.g., interpreters, accessible interview techniques, recordings).</li> <li>• Refer people to other agencies for ongoing counselling and/or psychological support as needed.</li> </ul>				

Responsibility	Task
	Deal with other related issues faced by people engaging with the DRC e.g. accessing services, finding housing, stopping discrimination or making complaints.
Community Education, Awareness and Capacity Building	<ul style="list-style-type: none"> <li>• Assist community education sessions to community and other groups on disability issues and NDIS.</li> <li>• Identify areas in which RIA can develop materials for use by people with a disability, service providers and others.</li> <li>• Develop and maintain local networks by conducting community awareness activities to promote the human rights of persons with disabilities.</li> <li>• Promote the organisation by supporting presentations at forums</li> <li>• Liaise, and consult with relevant stakeholders including people with a disability and their families, agencies within the disability sector, other government departments and health professionals on key issues affecting people with a disability in the community.</li> </ul>
Stakeholder Relations	<ul style="list-style-type: none"> <li>• Develop and maintain appropriate links with the community and participate in broader disability consultative and networking processes.</li> </ul> <p>Undertake approved project work as directed to build relationships with stakeholders where there is a mutual interest and to address systematic issues.</p>
Administration and Compliance	<ul style="list-style-type: none"> <li>• Contribute to the development, implementation and maintenance of internal guidelines and procedures.</li> <li>• Maintain comprehensive, accurate and up to date records including the client service database and electronic client files.</li> <li>• Develop and maintain client load and provide regular statistical and issues-based reports to funding bodies in accordance with service agreements.</li> <li>• Follow up and follow-through of allocated client advocacy needs to complete the intake and receipting process, ensuring that “need to know” confidential information is handled appropriately.</li> <li>• Use RIA assets and resources responsibly and become familiar with and comply with all policies and procedures including relevant legislative requirements.</li> <li>• Comply with all administration processes including office procedures regarding timesheet recording, reporting of absences, sign in and out, scheduling of electronic diary.</li> <li>• Participate in all other duties relating to the position as directed by RIA Management.</li> <li>• Travel locally and regionally, including some overnight travel.</li> <li>• Undertake internal and external learning and development activities to enhance skill level including Induction training, Workplace Health and Safety, Information Technology, mentoring and on-the-job training.</li> <li>• Prepare correspondence including letters to relative Stakeholders, the Ombudsmen, Members of Parliament and Government Departments for RIA Management endorsement.</li> <li>• Assist in maintaining effective, concise and accurate record-keeping systems; and relevant administrative structures.</li> <li>• Contribute to the development and continuous improvement of the policies and procedures to support the delivery of advocacy and quality standards within the organisation.</li> </ul>
General Team Support	<ul style="list-style-type: none"> <li>• Actively participate as an RIA member with the Advocacy team to coordinate workload effectively and ensure continuity of service delivery.</li> </ul> <p>Actively contribute as a member of the wider Advocacy sector 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.</p>
Any other duties as directed by management from time to time.	

**Selection Criteria**

**Essential**

1. A demonstrated understanding of the practice of individual advocacy and its relationship to the lives of people with disabilities.
2. A demonstrated commitment to the principles of human rights and social justice.
3. Knowledge of social (systemic) advocacy in the current political and social environments.
4. Demonstrated ability to analyse, plan and implement advocacy strategies with or on behalf of people with disabilities.
5. Proven high-level communication (verbal & written) and problem-solving skills.
6. Demonstrated competency in the use of computer technology, in time management, file management, and the maintenance of records for statistical and data purposes.
7. Working knowledge of the relevant Acts and Legislation not limited to the Disability Services Act(s), the Disability Discrimination Act, Guardianship and Administration Act, Right to Information, Privacy Legislation, Mental Health Act and National Disability Insurance Scheme Act.
8. A current QLD driver's license.
9. A current Working with Children (Blue Card) or capacity to obtain a Working with Children (Blue Card) and a Yellow Card Exemption notice.

**Desirable**

10. A tertiary qualification in a related discipline, or extensive previous experience working in human services.
11. Ability to work flexibly and possibly out of usual working hours.
12. Certificate in First Aid & CPR.
13. Experience in being a part of WHS working group.

Applicant Details				
<b>Title</b>	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss			
<b>First Name</b>		<b>Surname</b>		
<b>Street/PO Box</b>				
<b>City/Suburb</b>		<b>State</b>		<b>Postcode</b>
<b>Home phone</b>		<b>Mobile</b>		
<b>Email address</b>				
Qualification Details				
<b>Check:</b> Does your Experience and Qualification(s) meet the requirements?				
<b>Qualification/s</b>				
<b>Tertiary institution</b>				
<b>Location</b>				
<b>Full-time duration of course</b>				
<b>Date qualification awarded</b>				
<b>Overseas Qualifications:</b> If your qualification has been obtained outside of Australia please ensure you follow the steps outlined in the Child Safety Officer Applicant Information Guide prior to submitting your application.				
<b>A CERTIFIED COPY OF YOUR QUALIFICATION, ACADEMIC TRANSCRIPT AND OTHER RELEVANT DOCUMENTATION (eg ASSESSMENT OF OVERSEAS QUALIFICATIONS), MUST BE PRESENTED AT AN INTERVIEW</b>				
Driver's Licence and Blue Card				
Possession of a current Queensland driver's licence <b>is highly desirable</b> as driving a company vehicle is an integral component of this role".				
<b>I have a Driver's Licence?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No			
It is not a requirement to hold a Blue Card at the time of application; however you will need to be eligible to apply for one when being considered for employment.				
<b>I have a current Blue Card?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No			
<b>A COPY OF YOUR DRIVER'S LICENCE AND BLUE CARD MUST BE SUBMITTED WITH YOUR APPLICATION.</b>				
Special Requirements				
Do you have any special requirements if invited to attend an interview? (eg interpreter) <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please specify:				

### Checklist

The checklist below will help you prepare your application:

**Please note: Incomplete applications will not be considered.**

1. Completed application form	<input type="checkbox"/> Yes
2. <b>Resume:</b> outlining your employment history, relevant skills and experience, qualifications and the names of <b>two professional referees who have agreed to be contacted (max. 2 pages)</b>	<input type="checkbox"/> Yes
3. <b>Written response to all position requirements (max. 2 pages)</b>	<input type="checkbox"/> Yes
4. <b>A copy of your Queensland drivers licence</b>	<input type="checkbox"/> Yes
5. <b>A copy of your current blue card (if applicable)</b>	<input type="checkbox"/> Yes
<b>Sighting of your driver's licence, blue card and qualification documents are to be presented at an interview.</b>	

Any further Information to support your application:

### Applicant declaration

I understand that appointment to the position will be subject to a criminal history check.

I understand that if any of the particulars supplied in this application are found to be false or misleading, action may be taken to withdraw any offer of employment or to annul any appointment already made.

Applicant's Signature:

Date: