

Position Description

Senior Advocate

POSITION	LOCATION	REPORTING RELATIONSHIP
Senior Advocate	East Perth	Reports to the Executive Director

ORGANISATIONAL CONTEXT

The Health Consumers' Council of WA is an independent community based organisation, which has operated since 1994, representing the consumer's voice in health policy, planning, research and service delivery.

The Council provides an advocacy service to health consumers experiencing difficulties in the health system as well as training and support for consumers who want to support reform processes as a consumer representative.

POSITION OVERVIEW

This position manages the Health Consumers' Council (HCC) individual advocacy team to continually improve the quality of advocacy services provided by the Council. The Advocacy Manager is required to formulate, implement, monitor and evaluate the program extensively to impact the desired outcome identified in the HCC Strategic Plan.

VISION, MISSION, PURPOSE AND VALUES

OUR VISION

Equitable, person-centred, quality healthcare for all West Australians.

OUR PURPOSE

To increase the capacity of all people to influence the future direction of health care and to make informed choices.

OUR VALUES

RESPECT: valuing diversity and seeking everyone's contribution. *Respect is the foundation we build our relationships on.*

KINDNESS: considering other people's worldviews, experiences and emotions. *Kindness and listening to validate can have far-reaching positive effects.*

EQUITY: advocating for the whole community. *We challenge ourselves to look beyond stereotypes and meet people where they are.*

WORKING TOGETHER: collaborating to achieve positive outcomes. *We can go further and faster in partnership*

INTEGRITY: aligning actions with our values and measuring outcomes to continuously improve. *We reflect on what we do and why we do it. We transparently report on our outcomes.*

EMPOWERMENT: sharing knowledge and resources to support informed choice and positive change. *We believe in informed choices and the importance of lived experience to drive positive change.*



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KEY RESPONSIBILITIES

LEADERSHIP

- Develops and implements operational plans with strategic objectives, in accordance with the HCC Strategic Plan.
- Works collaboratively with the Leadership Team to foster an environment of continuous improvement, encouraging staff to review current practices and reflect on contemporary best practice.
- Manage HCC advocacy team, students and volunteers involved in the Advocacy program, including conducting and recording bi-annual performance reviews.

OPERATIONAL MANAGEMENT

- Contributes to the development and implementation of the advocacy program budget.
- Provides ongoing support, guidance, direction and coaching to the Advocacy Team, to ensure they are appropriately resourced and have the necessary skills and abilities to fulfil their roles effectively
- encourage a team approach to help inform decision making by way of consulting with the advocacy team around process and service delivery Develops KPIs for the Advocacy team that are in line with HCC's strategic and operational plans, monitors and drives operational performance in order to meet agreed objectives
- Manages the consumer's electronic records database (CRM) effectively, ensuring quality and accuracy of information is maintained and appropriate reports for the Executive Director and HCC Board are produced in a timely manner
- Prepares submissions, contract reports and statistical data as required
- Provides specialist advice to the Executive Director as to help to inform decision making when reviewing service delivery to meet agreed quality standards
- Manages consumer feedback and complaints in a bid to reaching resolution for all parties
- Undertakes periodical reviews on relevant policies, systems and procedures to foster an environment of continuous improvement in service delivery outcomes
- Provides specialist advice to HCC's Executive Director and Board on aspects of the provision of advocacy services to consumers as required
- Engage and maintain effective relationships with a range of stakeholders to continually promote HCC's services to other health related service providers and the broader community

INDIVIDUAL ADVOCACY

- Allocating priority to current health service access needs of consumers (live advocacy need), over complaints about past treatment (complaints management or assistance). The least complicated approach or strategy should be adopted, with the right reserved by the Health Consumers' Council to not undertake complex or demanding advocacy approaches
- Hold a small caseload of advocacy clients which can be sustainably managed alongside team leadership responsibilities
- Referring to other agencies if appropriate/necessary, drafting letters, telephone calls, faxes, emails, assisting with complaint forms etc
- Attending appointments with consumers to provide advocacy support or an independent third-party presence; e.g. Health Service Providers, Health Practitioners, Conciliation meetings etc
- Consulting with fellow advocates and the Executive Director as necessary on the most appropriate options for advocacy assistance
- Obtaining Consumer consent for every advocacy action taken on their behalf to ensure the consumer's best interests and individual preferences are protected and respected. It is important to maintain the consumer's 'voice' and 'views' in advocacy actions
- When presenting the case on behalf of a consumer, there must be an opportunity for the consumer to influence tone and content in a respectful manner



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- Keep brief factual and objective written records on each individual advocacy case
- Maintain strict records management routines via monthly review of cases
- Closing files in a timely manner once assistance has been provided to the consumer
- Seek consumer feedback of service experience
- Assist with report writing relating to systemic advocacy as required
- Read and comment on policy and circulating draft papers as requested
- Performs other duties as required/ requested

TRAINING AND EDUCATION

- Attending professional training courses as deemed appropriate/necessary
- Read circulating newsletters and materials to keep informed of consumer movement and health issue
- Meetings
- Attending scheduled Staff and facilitate advocacy team meetings
- Attend meetings as requested by the Executive Director

INDIVIDUAL COMMITMENT

- Actively embraces and integrates HCC's purpose, vision and values into the role, and models appropriate behaviours
- Conforms to HCC's conditions of employment; code of conduct; policies and procedures; and relevant legislation and standards
- Demonstrates a commitment to ongoing personal and professional development

KEY OUTCOMES

- The Advocacy team is effectively managed and are supported to be able to effectively fulfil their roles via direction, guidance, coaching, feedback and performance management
- All advocacy service delivery meets the appropriate contractual, quality and regulatory requirements, and any actions arising from audits are implemented to maintain ongoing compliance
- All advocacy service delivery is periodically reviewed and improved which ensures the delivery of contemporary best practice advocacy
- HCC's consumer electronic management database (CRM) is effectively maintained, and the Board receive timely, quality reports through the Executive Director Report
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CULTURAL COMPETENCIES

- Demonstrated ability of being guided by cultural advice from Aboriginal staff and Aboriginal community members.
- Demonstrated awareness of the social determinants of health and the potential barriers to inclusion in employment and services experienced by people who are marginalised.



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EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS

ESSENTIAL

1. Well-developed team leadership and management skills, with a focus on fostering an inclusive and supportive environment whilst monitoring, driving performance and providing direction.
2. An understanding of the social determinants of health, systemic barriers and complex trauma when working with people experiencing vulnerability and disadvantage, and the ability to operate from a trauma informed lens.
3. Knowledge of the WA health system and complaint resolution mechanisms.
4. Substantial experience in the provision of advocacy services in a service delivery environment.
5. Highly developed communication and interpersonal skills to be able to advocate, negotiate, influence, mediate and develop effective workplace relationships with consumers and other stakeholders.
6. Strong organisational skills to manage competing priorities simultaneously, in order to meet deadlines.
7. Highly developed conceptual, analysis, and written communication skills.

DESIRABLE

1. Tertiary qualification in a relevant discipline.
2. Understanding of the Mental Health Act 2014 and other relevant legislation.
3. Experience working with people outside of the dominant culture, including Aboriginal and Torres Strait Islander peoples or people from non-English speaking backgrounds.

OTHER EMPLOYMENT REQUIREMENTS

- Must hold Australian citizenship, or be a permanent resident of Australia
- Must be proficient in the use of technology including email, the internet and Microsoft Office
- Must hold a current drivers licence
- National Police Clearance
- Must be able to show proof of double Covid-19 vaccination status

Creation Date: 2/10/2021

Date Reviewed: 4/1/2022

Exec Director Approval:

A handwritten signature in blue ink, appearing to be 'R. O.', is written over a light blue circular stamp.

Date: 4/1/2022