



Position Description

Information Advocacy Officer

POSITION	LOCATION	REPORTING RELATIONSHIP
Information Advocacy Officer (IAO)	Mount Lawley	Reports to the Senior Advocate

ORGANISATIONAL CONTEXT

The Health Consumers' Council of WA (HCC) is an independent community-based organisation, which has operated since 1994, representing the consumer 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

Consumers contact HCC to seek information or advice on how to best proceed with an issue relating to service providers in the Health System. The IAO offers individuals valuable resources, and guidance to self-advocate to support individuals to manage their own healthcare related issues. The IAO provides information, system navigation, assessment and intake, referrals. Additionally, the IAO also provides 'in the moment' advocacy where there is a live advocacy need and when the issue can be resolved within the short-term, or places the individual on the advocacy waitlist for more long-term/rigorous advocacy actions.

This position is the initial point of contact for all new advocacy enquires to HCC, providing a welcoming and professional service.

VISION, 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.



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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.

KEY RESPONSIBILITIES

INTAKE/ASSESSMENT

- Answer advocacy enquiries, both on the phone and via email
- Conduct intake and assessment
- Provide overview of advocacy service and scope
- Refer enquiries to other community services should issue fall outside of HCC's scope
- Assess enquiries, providing resources for self-advocacy, refer to advocacy waitlist, or to undertake IAO-based advocacy

INDIVIDUAL ADVOCACY

- Engage with individuals seeking advocacy support, assess needs, and develop an advocacy plan utilising the least complicated approach
- Seek consumer consent for all advocacy actions
- Articulate any potential barriers for consumers in achieving their goals, while working within HCC's scope
- Advocate with or alongside the health consumer in person, on the telephone or in letter writing
- Maintain a high professional standard of work in all dealings with consumers, co-workers, and external stakeholders, always ensuring to maintain the consumer's confidentiality
- Promote self-advocacy tools

ADMINISTRATION AND REPORTING

- Maintain records to a high and professional standard, ensuring case notes are brief, factual and objective
- Close cases/enquiries in a timely manner
- Seek consumer feedback of service experience at conclusion of service
- Continually review the advocacy waitlist
- Assist with report writing relating to individual and systemic advocacy as required
- Read and comment on policy and circulating draft papers as requested
- Perform other duties as required/requested



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TRAINING AND EDUCATION

- Attend professional training courses as deemed appropriate/necessary
- Read circulating newsletters and materials to keep informed of consumer movement and health issues

MEETINGS

- Attend scheduled Staff and Advocacy team meetings
- Attend meetings as requested by the Senior
- Attend Staff meetings

CULTURAL COMPETENCIES

- Ability to be guided by cultural advice from Cultural and Linguistically Diverse (CaLD) community members
- Demonstrate an understanding of Aboriginal primary health care and the social determinants of health.
- Have an understanding of Noongar culture, be willing to engage with Aboriginal families, culturally and linguistically diverse (CaLD) communities and work in partnership and collaboration

EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS

ESSENTIAL

1. Understanding of the value of advocacy for consumers experiencing issues within the health system.
2. Highly developed communication and interpersonal skills to be able to advocate, negotiate, influence, mediate, de-escalate, and develop effective workplace relationships with consumers and other stakeholders.
3. 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.
4. Substantial experience in the provision of information and referrals in a service delivery environment, with good working knowledge of community service organisations and referral pathways.
5. Ability to work autonomously with strong organisational skills to manage competing priorities simultaneously, to meet deadlines.
6. Highly developed analysis and report writing and computer skills.

DESIRABLE

7. Previous experiencing providing individual advocacy
8. Tertiary qualification in social, behavioural or health sciences (e.g., social work, psychology, sociology), or substantial previous advocacy experience or lived experience in navigating the WA Health System
9. Experience working with community groups not from the dominant culture, including the Indigenous community or people from non-English speaking backgrounds
10. Understanding of the WA Health System and the Mental Health Act 2014

OTHER EMPLOYMENT REQUIREMENTS

- Must be eligible to work in Australia



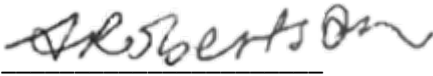
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- Must be proficient in the use of technology including email, the internet and Microsoft Office products
- National Police Clearance
- Current COVID-19 Vaccination and up to date boosters, or a valid medical exemption certificate

Creation Date: 11/07/2021

Date Reviewed: 01/11/2022

Exec Director Approval: 

Date: