

SCHEDULE B – POSITION DESCRIPTION

POSITION DETAILS	
Position Title:	Disability Advocacy Services Manager
Reporting To:	Executive Manager
Service Area:	Disability Advocacy Services - Individual and NDIS Appeals
Location:	Midland
Award:	SCHADS
Classification:	Level 7-8
Date Approved:	January 2024
<i>This position is subject to continued funding</i>	
POSITION OBJECTIVES	
<p>The Disability Advocacy Services Manager is responsible for the management of the Disability Advocacy Services for Individual Advocacy and NDIS Appeals which provides assistance to people with disabilities to represent their own views, needs and expectations to disability service providers, mainstream service providers, government departments, statutory authorities, courts and other bodies as required.</p> <p>Duties will include:</p> <ul style="list-style-type: none"> • Providing management and oversight of the Disability Advocates to deliver advocacy services in line with government funded programs with key deliverables and targets. • Holding a case-load in the provision of disability advocacy advice and support. • Reporting activities and requirements in line with the funding contractual obligations as well as Midlas' policies and procedures. • Provide representation on relevant sector networks, forums and committees as required. • Ensuring compliance with best practise and continuous improvement including development and implementation of required functions of the service. • Provide training and capacity building activities and the development of advocacy tools and resources. • Monitoring staff work-loads and case-work, contractual obligations and KPIs and representing the service at networks, forums and committees as required. • Compliance with risk assessment, identification and management across case-work, practises and intake of client referrals. • Assisting with the preparation of service and organisation reports. 	

<p>Screening and external authorisation requirements:</p>	<p>An innate element of the position requires access to personal information of vulnerable people including children.</p> <p>It is a requirement that the incumbent has or is willing to get the following current checks/certificates and provide to Midlas:</p> <ul style="list-style-type: none"> • Satisfactory National Police Check • Working With Children Check • NDIS Worker Screening Check • COVID-19 Vaccination Certificate
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ORGANISATION INFORMATION

Vision
Building Resilient Communities

Mission
We partner with individuals and organisations to promote independence, strength and wellbeing in our community through support, advocacy and education

Values
Caring for people
Developing Partnerships
Supporting our Community

Midlas is an Equal Opportunity Employer

STAKEHOLDER RELATIONSHIPS

INTERNAL

- Executive Manager
- Community Services Manager
- Disability Advocacy Team
- Midlas Executive Leadership Team
- Midlas employees and volunteers

EXTERNAL

- Clients
- Referral Partners, other service providers and groups
- Provision of information to community members

Midlas
12 Old Great Northern Hwy
MIDLAND WA 6056
ABN 63 193 638 422

Centrepoint Post Office
PO BOX 5002
MIDLAND WA 6056

Phone: 08 9250 2123
Fax: 08 9274 4115
Email: admin@midlas.org.au
Website: www.midlas.org.au

POSITION RESPONSIBILITIES	
Key Result Area	Responsibilities (including but not limited to):
Stakeholder Engagement	<ul style="list-style-type: none"> • Representation at external meetings including other agencies where required. • Interact and liaise with relevant organisations providing information and support to community workers
Management	<ul style="list-style-type: none"> • Manage a multi-disciplinary team and provide support through performance management against deliverables and performance targets • Interpret and work within relevant program guidelines ensuring service outcomes are met within a given budget and timeframe • Provide management support to team members, including supervision, professional development, monitoring of work plans, and reporting • Oversee the development and implementation of the functions of the service, including training and capacity building activities and the development of advocacy tools and resources • Oversee the monitoring and evaluation of the values, principles and functions of the service • Apply initiative and exercise judgement to ensure that the needs of the participants and staff are appropriately addressed and result in the best possible outcomes • Provide oversight and coordination of a team of Disability Advocates and administrative staff • Ensuring direct reports understand responsibilities, delegations and meeting service targets • Provide support relating to continuous improvement, reporting requirements and staff performance and management • Responsible for ensuring the Disability Advocates receive ongoing training and maintain a high standard of case work management and practise
Advocacy	<ul style="list-style-type: none"> • Conduct assessments with individuals, carers and families, providing advocacy and facilitate self-advocacy and independence. • Work collaboratively with individuals, carers and families to develop action plans • Provide information, advocacy, support, negotiation, options and appropriate referrals
Data Monitoring and Collection	<ul style="list-style-type: none"> • Ensure records conform to governance, legislative, contractual and funding agreement standards • Ensure the timely and accurate completion of all reporting required for the services are in accordance with funding agreements • Ensure client files and case notes are entered in a timely manner and high level of accuracy is maintained through Midlas' client management system
Compliance and Record Keeping	<ul style="list-style-type: none"> • Assist in the intake process for potential clients seeking advocacy as required • Maintain data entry to ensure up to date records on data base/case

	<p>management system in accordance with policies and procedures</p> <ul style="list-style-type: none"> • Produce case studies and contribute to the reporting process • Actively participate in service evaluation processes • Processes & procedures are carried out in accordance with Midlas' policies and Code of Conduct • Ensure client file processing, filing and archiving is performed in line with organisational requirements • Ensure service is provided in accordance with requirements of the Privacy Act and other relevant legislation, funder policy, procedures and conditions • Maintain knowledge of and adhere to policies and procedures of the organisation
General	<ul style="list-style-type: none"> • Implement processes, systems and frameworks to support effective and efficient service delivery. • Manage service budget accurately, prudently and in accordance with organisational policies and procedures • Actively contribute ideas or concerns to facilitate continuous improvement of the Disability Advocacy Services • Respond constructively to feedback from people who use the Disability Advocacy Services to facilitate continuous improvement • Promote, attend and actively participate in Midlas events and activities as required • Participate in training programs and apply communities of practice to case work • Maintain currency in legal, practice and social changes occurring in the disability sector and amending practices to reflect this as appropriate • Undertake other duties as required
Work Health and Safety	<ul style="list-style-type: none"> • Embrace a safety culture and actively participating in workplace safety activities, including client risk reporting, hazard and incident reporting • Apply best practice in WHS in accordance with statutory obligations at all times • Take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's WHS policies and procedures • Take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others • Cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace • Report all injuries, illness or 'near misses' to their line Manager • Participate in relevant health and safety training based on roles and responsibilities • As required, participate in the development and implementation of specific WHS hazard and risk management strategies.

- Positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors
- Positions with supervision or management responsibility are required to ensure all people are aware of and have access to WHS policies, procedures, training and reporting systems

POSITION REQUIREMENTS

Required Education/Licences/Certificates

- Relevant qualifications and/or substantial demonstrated experience of no less than 3 years in or managing a similar service in a relevant field(s)
- Current unrestricted Legal Practice Certificate issued by the Legal Practice Board of Western Australia (Desirable)
- Possession of a current unrestricted driver's license, comprehensive car insurance for business use and reliable vehicle
- Current (less than 3 months old) pre-employment satisfactory national criminal history certificate and ongoing renewal every 2 years at employee's expense
- Possession of Working with Children Check
- Satisfactory NDIS Worker Screening Check
- COVID-19 vaccination certificate

Relevant Experience, Skills/Knowledge & Personal Attributes

- Minimum 3 years' managerial experience delivering a similar service and leading high-functioning teams to meet service outcomes.
- Experience in building successful teams and leadership skills that promote a positive team culture.
- Demonstrated experience managing service agreements, program budgets and liaising with contract managers.
- Demonstrated experience in effective management practices, coaching multi-disciplinary staff and professional development of staff.
- High level experience in establishing, implementing and managing complex services.
- Demonstrated ability to work constructively and collaboratively with a range of stakeholders and partners.
- High level experience and expertise in monitoring and evaluation frameworks and measuring impact.
- Demonstrated experience in providing advocacy and an understanding of the disability sector in Australia and the disability models funded by the NDIS and National Disability Advocacy Programme.
- Demonstrated knowledge of the NDIS including the Appeals process and Quality and Safeguard Commission.
- Demonstrated ability to interpret and work within relevant service agreements and to monitor service provision within a given budget and timeframes.
- Knowledge of the disability sector, an ability to interpret issues for people with disability and their supports and the ability to interpret and work within the frameworks of the NDIS.
- Knowledge of the issues relevant to people living with various disabilities or disadvantaged/vulnerable groups and operating within a social justice framework and the support systems designed to address these needs.

- High-level communication and interpersonal skills, both verbal and written.
- Demonstrated ability to work independently, with minimum supervision as well as an ability to work well in a team and contribute to the larger organisational vision and mission.
- Proficient in the use of MS Office and client database management systems.

Additional information relevant to this position includes:

- Due to the nature of the position and industry, there may be a requirement to work outside normal business hours.
- Travel (within Perth metropolitan area) may be required of this position.
- For this role you will be required to be vaccinated in line with the State Governments mandatory vaccination scheme

ACCEPTANCE OF POSITION DESCRIPTION

In signing this position description, you confirm that you have read, understood and accept the responsibilities as contained in this Position Description.

Position	Name	Signature	Date
Incumbent			
Line Manager			