

## SCHEDULE B – POSITION DESCRIPTION

| POSITION DETAILS  |  |
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| <b>Position Title:</b>  | Disability Advocate (NDIS Appeals)   |
| <b>Reporting To:</b>  | NDIS Appeals Coordinator, Principal Solicitor, Community Services Manager  |
| <b>Direct Reports:</b>  | Nil  |
| <b>Service Area:</b>  | Disability Services  |
| <b>Location:</b>  | Midland  |
| <b>Award:</b>   | SCHADS   |
| <b>Classification:</b>  | Level 5  |
| <b>Date Approved:</b>   | May 2022   |
| <b><i>This position is subject to continued funding</i></b>   |  |
| POSITION OBJECTIVES   |  |
| <p>The Disability Advocate (NDIS Appeals) will provide advocacy 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>They will be responsible for directly advising, assisting and supporting clients in the drafting and submitting of applications for the Independent Expert Review program and Administrative Appeals Tribunal (AAT), attending AAT conferences and hearings or similar with or on behalf of clients.</p> <p>The position is also responsible for a range of administrative and reporting activities and requirements in line with National Disability Advocacy Programme (NDAP) and the National Disability Insurance Scheme (NDIS) Appeals funding contractual obligations as well as Midlas' policies and procedures.</p> <p>This position is part of a team approach to deliver advocacy services in line with government funded programs with key deliverables and targets.</p> |  |
| Screening and external authorisation requirements:  | <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"> <li>• National Police Check</li> <li>• Working With Children Check</li> <li>• Comprehensive car insurance for Business Use</li> <li>• COVID-19 Vaccination Certificate</li> </ul> |

## 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

- Disability Services Manager
- Disability Advocate, Team Leader
- 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

## POSITION RESPONSIBILITIES

| Key Result Area               | Responsibilities (including but not limited to):  |
|-------------------------------|---|
| <b>Stakeholder Engagement</b> | <ul style="list-style-type: none"> <li>• Representation at external meetings and mediation including the AAT, IER and other agencies</li> <li>• Interact and liaise with relevant organisations providing information and support to community workers</li> </ul>   |
| <b>Advocacy</b>               | <ul style="list-style-type: none"> <li>• Assist clients to navigate the NDIS Appeals process within the Administrative Appeals Tribunal (AAT) and Independent Expert Review panel by preparing documents and supporting clients at case conferences, conciliations and hearings.</li> <li>• Assist in the intake process for potential clients seeking advocacy as required</li> <li>• Assist clients to participate in the NDIS Appeals process either by providing individual advocacy for the client, attending case conference, conciliation or similar or by assisting the client</li> </ul> |

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|                                       | <p>with any aspect of the process relevant to NDIS Appeals</p> <ul style="list-style-type: none"> <li>• Conduct assessments with individuals, carers and families, providing advocacy and facilitate self-advocacy and independence, working collaboratively with individuals, carers and families to develop action plans</li> <li>• Provide information, advocacy, support, negotiation, options and appropriate referrals</li> <li>• Maintain a high standard of case work management including provision of timely follow-up actions as required</li> <li>• Provide information about role of Midlas' disability services and conduct individual or group self-advocacy sessions regarding this process</li> </ul>   |
| <b>Internal Processes</b>             | <ul style="list-style-type: none"> <li>• Maintain a high level of communication with line managers and other Midlas staff</li> <li>• Actively contribute ideas or concerns to facilitate continuous improvement of the Disability services</li> <li>• Respond constructively to feedback from people who use the Disability services to facilitate continuous improvement</li> <li>• Promote, attend and actively participate in Midlas events and activities as required</li> <li>• Participate in training programs and apply communities of practice to case work</li> <li>• Work with a multi-disciplinary team and provide support through sharing of skills and knowledge</li> <li>• Maintain currency in legal, practice and social changes occurring in the disability area and amending practices to reflect this as appropriate</li> </ul> |
| <b>Data Monitoring and Collection</b> | <ul style="list-style-type: none"> <li>• Ensure records conform to Governance, legislative, contractual and funding agreement standards and supports the client record management system (CRM) and Quality Assurance recording requirements</li> <li>• Ensure client files and case notes are entered in a timely manner and high level of accuracy is maintained through Midlas' client management system</li> </ul>  |
| <b>Compliance and Record Keeping</b>  | <ul style="list-style-type: none"> <li>• Assist in the intake process for potential clients seeking advocacy as required</li> <li>• Maintain data entry to ensure up to date records on database/case management system in accordance with policies and procedures</li> <li>• Produce case studies and contribute to the reporting process</li> <li>• Actively participate in service evaluation processes</li> <li>• Processes and procedures are carried out in accordance with Midlas' policies and Code of Conduct</li> <li>• Ensure client file processing, filing and archiving is performed in line with organisational requirements</li> </ul>   |

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|                               | <ul style="list-style-type: none"> <li>• Ensure service is provided in accordance with requirements of the Privacy Act and other relevant legislation, funder policy, procedures and conditions</li> <li>• Maintain knowledge of and adhere to policies and procedures of the organisation</li> <li>• Other duties as required</li> </ul>   |
| <b>Work Health and Safety</b> | <ul style="list-style-type: none"> <li>• Embrace a safety culture and actively participate in workplace safety activities, including client risk reporting, hazard and incident reporting</li> <li>• Apply best practice in WHS in accordance with statutory obligations at all times.</li> <li>• 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</li> <li>• Take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others</li> <li>• Cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace</li> <li>• Report all injuries, illness or 'near misses' to their line Manager</li> <li>• Participate in relevant health and safety training based on roles and responsibilities</li> <li>• As required, participate in the development and implementation of specific WHS hazard and risk management strategies.</li> <li>• Positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors.</li> <li>• 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.</li> </ul> |

## POSITION REQUIREMENTS

### Required Education/Licences/Certificates

- **Qualifications and/or demonstrated experience in disability, community services or relevant field(s)**
- Qualifications and/or demonstrated experience in mediation, conflict resolution and/or alternative dispute resolution
- Possession of a current unrestricted driver's license, comprehensive 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
- NDIS Worker Screening Check

- COVID-19 vaccination certificate

**Relevant Experience, Skills/Knowledge & Personal Attributes**

- Knowledge of the National Disability Insurance Scheme (NDIS) and the NDIS appeals process or the Administrative Appeals process or similar tribunal
- Demonstrated experience in providing advocacy and an understanding of the disability sector in Australia and the disability models funded by the National Disability Advocacy Programme
- Demonstrated experience and knowledge of dispute resolution including alternative dispute resolution practises, mediation and conciliation and how they fit in the broader human services sector
- Demonstrated high level of skill in managing and resolving conflict through alternative dispute resolution
- Knowledge of the disability sector, an ability to interpret issues for people with disability and their supports and the ability to 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
- A commitment to respectful communication with people living with a disability who may have diverse backgrounds and a wide range of assistance requirements
- Well-developed communication and interpersonal skills, both verbal and written
- Demonstrated ability to work independently, with minimum supervision and to be self-motivated, as well as an ability to work well in a team and contribute to the larger organisation vision and mission
- Ability to travel throughout the Perth metropolitan area
- Proficient in the use of MS Office and client database management systems

**OTHER INFORMATION**

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.
- Regular travel will be a requirement 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.



**midlas**  
building resilience

| Position     | Name | Signature | Date |
|--------------|------|-----------|------|
| Incumbent    |      |           |      |
| Line Manager |      |           |      |

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