



<b>Title:</b>	Individual Advocacy Coordinator
<b>Reporting to:</b>	YDAS Manager
<b>Hours:</b>	0.8 FTE, 4 days per week
<b>Remuneration:</b>	\$83,931.64 p.a. pro-rated, classified under the SCHADS Award at Employment Level 5.3 (YACVic pays above award rates, with generous T&C.)
<b>Status:</b>	This is a fixed term 12-month contract, with potential for renewal dependent on performance and funding.
<b>Location:</b>	Melbourne, with occasional metropolitan and regional travel within Victoria.

### **About the Youth Affairs Council Victoria (YACVic)**

Youth Affairs Council Victoria (YACVic) is the peak body and leading policy advocate on young people’s issues in Victoria. YACVic’s vision is that the rights of young people in Victoria are respected, and they are active, visible and valued in their communities. YACVic is an independent, for-purpose, member-driven organisation that represents young people (aged 12–25 years) and the sector that works with them.

YACVic provides additional targeted advocacy and services through our key services, YACVic Rural and the Youth Disability Advocacy Service (YDAS), and our auspiced partner, the Koorie Youth Council (KYC).

### **Youth Disability Advocacy Service (YDAS)**

The Youth Disability Advocacy Service (YDAS) is a core YACVic agency, with a service model which places the human rights and interests of young disabled people at the centre of its work. YDAS undertakes individual and policy advocacy, and builds the capacity of institutions and individuals, to support young disabled people to have a stronger voice, reduce the barriers that they experience, and improve their quality of life.

### **About the role**

The Individual Advocacy Coordinator is a new role that will provide individual advocacy support to disabled young people, and leadership to the other members of YDAS’s small but dynamic individual advocacy team.

The Individual Advocacy Coordinator will ensure the provision of a high quality and client-centred individual advocacy service to disabled young people aged

between 12 and 25 in Victoria. They will ensure that the human rights of the disabled young people are upheld, working with them so they can access services and participate as valued and respected members of their community.

The Individual Advocacy Coordinator will deliver individual advocacy support to disabled young people, and also lead, support and coach the other members of the small and dynamic advocacy team. They will work collectively with the team to action complex advocacy cases. They will set advocacy targets for the team and ensure that they are met in line with reporting and regulatory requirements.

In alignment with the YDAS service model, the Individual Advocacy Coordinator will ensure that disabled young people are supported to advocate for themselves where possible, empowering them and allowing them to develop self-advocacy skills.

The Individual Advocacy Coordinator will identify systemic issues prevalent in the individual advocacy caseload, and report those to the YDAS Manager, thereby influencing the systemic advocacy priorities of YDAS and allowing YDAS to implement strategies to address the systemic issues that have an impact on the lives of disabled young people.

They will also periodically consult and advise other individual advocacy organisations to ensure that the advocacy needs of disabled young people are met, particularly disabled young people who identify as being part of intersectional cohorts.

### **Key responsibilities**

1. Lead the YDAS individual advocacy service and ensure high quality individual advocacy is provided to disabled young people in line with contractual obligations. This includes managing the workflow of the intake, referral, waitlist and individual advocacy within the YDAS advocacy service, as well as directly delivering advocacy support to clients.
2. Lead and manage the small but dynamic individual advocacy team, including coaching and mentoring individual team members. This includes setting work plans, monitoring the workloads of staff members, providing feedback through performance reviews and regular supervision, and arranging external support and training as required.
3. Support the actioning of the individual advocacy caseload, particularly complex advocacy cases. This will include working within the YDAS service model to negotiate and advocate with service providers, government departments, statutory authorities and other bodies to ensure that the rights of disabled young people are upheld.
4. Ensure that consistent and high-quality case notes and documentation of individual advocacy cases are completed and entered into the YDAS client relationship management system by the individual advocacy team in a timely manner.
5. Identify systemic issues prevalent in the individual advocacy caseload, and report those to the YDAS Manager, influencing the systemic advocacy priorities of YDAS and allowing YDAS to implement strategies to address the systemic issues that have an impact on the lives of disabled young people.

6. Consult and advise other advocacy organisations and providers about advocating for disabled young people, particularly those from priority and intersectional cohorts.
7. Work with the YDAS Manager and the YACVic Corporate Services Manager to ensure ongoing compliance to the Department of Health and Human Services Standard (Human Services Standard) 2011 and the National Standards for Disability Services 2013. This will include:
  - maintaining the YDAS Quality Management System (QMS) processes
  - reviewing and updating internal documents pertinent to the individual advocacy service to reflect changes in recording and reporting requirements
  - conducting yearly client satisfaction surveys
  - implementing continuous quality improvement and quality assurance strategies
  - maintaining the register of service complaints and reporting complaints annually to the Disability Service Commissioner
8. Recording the individual advocacy service outputs and preparing reports for the YDAS Manager and funders. This will include:
  - collating and reviewing quarterly data statistics
  - collating and preparing data that illustrate trends about systemic advocacy issues
  - producing qualitative case studies

You will be required to perform these duties, and any other duties the employer may assign to you, having regard to your skills, training and experience.

### **Reporting**

This role reports to the YDAS Manager. This role has 3 direct reports: The Youth Disability Advocate, the Intake and Admin Officer, and the Individual Advocacy Officer.

### **Key Selection Criteria**

Applicants for the position must address each of the following selection criteria in your application. We suggest using the STAR (situation, task, activity, result) approach to structure your examples.

1. Demonstrated commitment to the rights and interests of disabled young people, and proven ability to work effectively using a client-centred approach with disabled people, their families and support workers.
2. A minimum of 5 years of experience in individual advocacy and/or complex casework.
3. Knowledge of the disability advocacy sector, relevant legislation, and complaints processes. This includes experience in advocacy related to the National Disability Insurance Scheme, education, reasonable and necessary adjustments and housing.
4. Demonstrated experience in successfully leading teams and coaching staff in a casework environment, including the implementation of work plans, providing feedback and effective delegation skills.
5. Experience in maintaining compliance and upholding statutory regulations such as the Department of Health and Human Services Standard (Human Services Standard) 2011 and the National Standards for Disability Services 2013.

6. Demonstrated experience in collating data and preparing high-level reports for management and funders.
7. Demonstrated ability to work independently and efficiently under pressure to lead other staff and manage a complex caseload and competing priorities.
8. Demonstrated understanding of appropriate behaviours when engaging with children and young people, including those with diverse needs and/or backgrounds, and commitment to the Victorian Child Safe Standards and the Code of Ethical Practice for the Victorian Youth Sector.
9. Willingness to travel throughout Victoria and work occasional evenings or weekends when required.

YACVic is an Equal Opportunity Employer. People with a disability, people from culturally and/or linguistically diverse backgrounds, and Aboriginal and Torres Strait Islander people are encouraged to apply for this position.

### **Employment conditions**

YACVic promotes the safety, wellbeing and inclusion of all children and young people, including those with a disability, those who are Aboriginal or those from refugee or migrant backgrounds. We take child protection very seriously. All employees are subject to screening and assessment against child safety standards, including rigorous background, identity and reference checks. The successful applicant will require a current Working with Children Check and Police Check (costs reimbursed) and must agree to adhere to our child safe policy and code of conduct.

To be eligible to apply for this position you must be an Australian or New Zealand citizen, permanent resident or hold a valid work permit or visa.

### **Application Process**

Applications should be submitted to **Steph Brenkovich**, HR & Office Manager, via the form below, and must include:

- A brief cover letter
- Your resume
- **Your answers to the key selection criteria (please see position description for KSC)**
- Contact details for a minimum of two referees, including your most recent line manager (we will not contact referees without your permission).

**Only applications that follow the above process will be accepted and considered for interview.** Please let us know if you require support to complete an application or would like to submit an application in a different format.

**Applications close 9am on 25 August 2020**, with interviews likely to be held in the week commencing 1 September 2020.

If you have any questions about the role, please contact Mija Gwyn, YDAS Manager, at [mgwyn@ydas.org.au](mailto:mgwyn@ydas.org.au), or Steph Brenkovich at 0437 088 384