



**JOB TITLE:** Aged Care Advocate

**REPORTING TO:** Team Leader, Advocacy Services

**DEPARTMENT:** Advocacy

**LOCATION:** Various locations across NSW

## **ABOUT US**

Seniors Rights Service has been assisting older Australians as the leading provider of legal services, aged care advocacy and rights education and information to seniors in NSW since 1986. Seniors Rights Service provides support to older people to know and assert their rights. We have a free legal service as well as aged care advocacy and service system navigator programs. Seniors Rights Service also delivers community education and information of relevance to older people across NSW.

The Aged Care Advocacy team provides an independent and free service to people receiving or seeking to receive aged care services and/or their representatives. The role of an Aged Care Advocate is to assist older people and their representatives throughout NSW to exercise their rights through a supportive process which includes the provision of information, education, and support. This position is part of Seniors Rights Service aged care advocacy service provision funded under the National Aged Care Advocacy Program.

### **Accountability and Supervision**

- the Aged Care Advocate reports to and is supervised by the Team Leader, Advocacy services. They are part of the Aged Care Advocacy Team within their region and broader team across NSW.

### **The Role:**

- to provide advocacy to people receiving or seeking to receive aged care services and/or their representatives
- to provide information and education sessions to residents of aged care homes, carers and staff of aged care services, health care professionals and other community organisations
- some intrastate travel is required

### **Key Responsibilities:**

- listen to and help older people receiving or seeking to receive residential aged care services and/or their representatives make informed decisions via telephone or face to face support.
- advocate on behalf of older people receiving or seeking to receive residential aged care services to ensure their rights are upheld and responded to appropriately.

- advocate on behalf of clients in response to complaints against aged care service providers to have their concerns addressed
- manage intake and advocacy cases using Salesforce database
- refer clients to other services including the Aged Care Quality and Safety Commission
- provide education and information sessions to aged care recipients and aged care staff
- assist in developing and maintaining appropriate information resources for clients
- participate in seniors events, information days, displays and exhibitions in the local area
- contribute to promotional campaigns targeting identified priority groups
- participate in the maintenance and development of local networks and relationships to promote Seniors Rights Service and expand its reach.
- contribute to identification and monitoring of systemic issues arising for people receiving or seeking to receive aged care services and/or their representatives

### **Essential Selection Criteria**

1. Knowledge and understanding of the aged care system in NSW
2. Good interpersonal and communication skills with the ability to explain complex information concisely to a diverse range of people
3. Skills in negotiation, teamwork, conflict resolution, decision making and problem solving
4. Ability to work both in a team and independently including the ability to prioritise your own work and deliver results
5. Understanding of ageism and how it effects older people and their rights
6. Demonstrated experience in delivering workshops and presentations
7. Excellent computer skills, fluent in Microsoft Office 365 and experience in data entry
8. High level of resilience and self-care practices in place
9. Commitment to ongoing professional development
10. Willingness to obtain an annual flu vaccination and be fully COVID vaccinated. Hold a valid federal police record check and driver's license.

At Seniors Rights Service, we seek a workforce that is as diverse as our society - in race, ethnicity, gender, age, disability, sexuality and cultures - and one that reflects the communities we work in. We believe diversity and inclusion are fundamental to our culture and core values and we demonstrate this commitment through all our employment practices. Our inclusive workplace culture contributes to making Seniors Rights Service a great place to work. We strongly encourage Aboriginal and Torres Strait Islander People to apply.