



# Queensland Advocacy Incorporated

Our mission is to promote, protect and defend, through advocacy, the fundamental needs and rights and lives of the most vulnerable people with disability in Queensland.

*Advocacy for Vulnerable People with Disability*

<b>Position Title</b>	Advocate Human Rights Advocacy Practice
<b>Location</b>	Queensland Advocacy Inc. Level 2, 43 Peel Street, South Brisbane, Meanjin Qld 4101
<b>Industrial Instrument</b>	Social, Community, Home Care & Disability Services Industry Award 2010 (SCHDS Award)
<b>Classification</b>	Level 5
<b>Full Time/Part Time</b>	Full time– 75 hours per fortnight
<b>Position Reports to</b>	Principal Solicitor, Human Rights Advocacy Practice

The role of the Advocate is twofold.

1. To deliver individual advocacy support to students with disability and their parent/carer who seek advocacy for resolution of complex and escalated complaints relating to the access, participation and/or achievement of students with disability in Queensland state schools.
2. To deliver individual advocacy support to people affected by the Disability Royal Commission.

The key duties include, but are not limited to:

- Providing independent, culturally appropriate professional advocacy services to families of students with disability (and students where appropriate) in Queensland state schools (or home education) who are involved in complex and protracted disputes with the Department of Education which are escalated to the internal review stage. The role includes providing advocacy in complex complaints which are escalated, protracted, and at the internal review stage of the Department's [Customer Complaints Management Framework](#);
- Informing people about the Disability Royal Commission and helping them participate, including through outreach to regional and remote areas and closed environments;
- Providing advice on issues/risks that may arise while engaging with the Royal Commission (noting legal issues/risks will be referred to appropriate legal advisory services);
- Comply with intake and record keeping practices consistent with obligations of a community legal service;
- Dealing with other related systemic issues faced by people engaging with the Royal Commission e.g. accessing services, finding housing, addressing discrimination or making complaints;
- Internal reporting and external reporting to the funding bodies as required;
- Referring people internally or to other agencies for support and assistance as required;

**Ph: (07) 3844 4200 or 1300 130 582 Fax: (07) 3844 4220 Email: [qai@qai.org.au](mailto:qai@qai.org.au) Website: [www.qai.org.au](http://www.qai.org.au)**

**2nd Floor, South Central, 43 Peel Street, STH BRISBANE QLD 4101**

QAI endorses the objectives, and promotes the principles, of the Convention on the Rights of Persons with Disabilities.

Patron: His Excellency The Honorable Paul de Jersey AC

- Preservation of the mission and intent of QAI: Promotion, protection and defence of people with disability through the Human Rights Advocacy Service and provision of systemic information to the systems advocacy team, to contribute to law reform and systemic advocacy work:

### **Organisational Context:**

Queensland Advocacy Incorporated (QAI) is an independent, community-based systems and legal advocacy organisation for people with disability. QAI's mission is to promote, protect and defend, through advocacy, the fundamental needs, rights and lives of the most vulnerable people with disability in Queensland. The organisation does this by engaging in systemic advocacy through campaigns directed at attitudinal, law and policy change, and by supporting the development of a range of advocacy initiatives in this State.

As QAI is a social advocacy organisation, it works to uphold the principles of fundamental human rights, social justice and inclusion in community life by:

- taking positive, ethical action;
- being on the side of people with disability;
- being understanding of their position and vulnerability;
- being independent with minimised conflicts of interest;
- focussing on fundamental needs, welfare and interests;
- doing advocacy with vigour and a sense of urgency;
- remaining loyal and accountable over time.

People involved with QAI therefore believe that people with disability:

- are as valuable as any other human beings, regardless of what they can or cannot do;
- need to live well and have the same opportunities in life as other people;
- are part of the relationships and connections of ordinary life and can participate and contribute to the rich and diverse fabric of our communities;
- should not be segregated, congregated or isolated on the basis of disability.

The Advocate will undertake a commitment to QAI and to people with disability in Queensland to promote, protect and defend these values and beliefs when conducting any activities or actions related to their position.



## **Key Responsibilities and Accountabilities:**

### Requirements of the Position:

- Ability to liaise with key regional advocacy contacts as referral points;
- Criminal history screening and Blue Card (to be provided to both QAI and the Department of Education Qld);
- Comply with the code of conduct and ethics and confidentiality requirements of QAI and with the National Disability Service Standards;
- Provide clear financial accounting for expenses;
- Provide client and service delivery reports to QAI supervisor within agreed timeframes; and
- Current Queensland drivers' licence.

### Values, skills, knowledge:

- Strong commitment to human rights, social justice and diversity;
- Good knowledge of people with disability, education issues and processes, and understanding of what makes people vulnerable;
- Good knowledge of the Disability Royal Commission;
- Exceptional listening and communication skills – particularly the ability to ask the questions that will both encourage and support individuals and assist with planning strategic advocacy;
- Highly developed conceptual and written skills with the ability to analyse the big picture and relate this to individuals' lives; and
- Well developed organisational and time management skills, including the ability to plan, implement and evaluate strategic pieces of work.

### Relationships:

- Ability to work independently or collaboratively as part of a team to achieve positive outcomes;
- Highly developed interpersonal skills, specifically the ability to converse with people at grass roots, as well as those in positions of authority to affect change in the lives of people with disability;
- Ability to work non-confrontationally, yet reason and argue assertively on important issues on behalf of people with disability;
- Excellent written and oral communication skills to a wide variety of audiences, including to people with mental illness, intellectual disability and cognitive impairment; and
- Driven by integrity, responsibility, accountability, attention to detail and pride in work.

