

<b>Position Title</b>	Information and Referral Officer
<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 4
<b>Full Time/Part Time</b>	Various
<b>Position Reports to</b>	Network Coordinator Disability Advocacy Practice



**Queensland Advocacy  
Incorporated**

Advocacy for people with disability.

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## 1. Queensland Advocacy Incorporated Values

This position will have a commitment to Queensland Advocacy Inc (QAI) to promote and implement the values and philosophies of the organisation when conducting activities and actions related to their position.

## 2. Organisational Context

QAI is an independent, community-based advocacy organisation for people with disability. QAI's mission is to advocate for the protection and advancement of the needs, rights and lives of 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.

### 3. Position Statement

The Information and Referral Officer will provide a high standard of information, referral and assessment to clients and organisations contacting QAI. The Information and Referral Officer is responsible for undertaking a wide range of client and administrative support duties to deliver quality services to our community.

#### ***Key Position Responsibilities and Accountabilities:***

- Ensure efficient management and maintenance of the Disability Advocacy Hotline, conducting general office administration duties including answering the phone, mail, filing and diary management.
- Provide responsive service to client problems and apply specific advocacy related knowledge to accurately assess client needs to provide correct information and referral options.
- Ensure the accurate collection of demographic and matter specific details in accordance with organisational policies, for callers seeking assistance through the hotline.
- Foster relationships with external organisations to facilitate meaningful warm referrals both inward and outward.
- Support advocates, ensuring a high standard of advocacy and legal support is provided to individuals.
- Train and supervise volunteer placements that will fulfil Disability Advocacy Hotline duties.
- Develop and maintain Disability Advocacy Hotline resources, such as referral manuals and brochures, contact lists and other resources required for triaging calls.
- Ensure that client files and records are kept and maintained in accordance with the requirements of the National Association of Community Legal Centre's Risk Management Guide and QAI's policies and procedures, including appropriately utilising CLASS and Microsoft 365;
- Performing various tasks including maintaining client databases (CLASS), QAI's electronic filing systems, Microsoft 365 and it's integrated apps.
- Provide administrative support to other staff as and when requested by the Network Coordinator.
- Participate in staff meetings, planning workshops and other meetings in connection with the operation of client services and QAI.

### 4. Requirements of the Position:

#### ***Values, skills, knowledge:***

- Demonstrate commitment to QAI's values and beliefs and the principles and elements of social advocacy.
- Comply with the code of conduct and ethics and confidentiality requirements of QAI and with the National Disability Service Standards.
- Ability to exercise initiative and judgment within the sphere of work to plan, coordinate, implement and evaluate work in a strategic way.
- Proficiency in the use of Microsoft environments, including Sharepoint, Teams and Outlook.

***Relationships***

- Ability to work independently or collaboratively as part of a team to achieve positive outcomes.
- Ability to work non-confrontationally, yet reason and argue assertively on important issues on behalf of people with disability.
- Ability to work with supervision and within organisational policy.

***Essential:***

- Strong commitment to human rights, social justice and diversity.
- Excellent communication skills, and ability to support vulnerable people with clear information.
- Good knowledge or the ability to acquire knowledge of the welfare and/or disability sector/s with understanding of what makes people vulnerable.
- Well developed organisational and time management skills, including the ability to plan, implement and evaluate areas of work.
- Criminal history screening clearance.

***Desirable:***

- Previous experience at a Community Legal Centre and/or with the Community Legal Assistance Services System (CLASS), would be advantageous.
- Call centre or equivalent experience.