



**Queensland Advocacy  
Incorporated**

Advocacy for people with disability.

Level 2, 43 Peel Street  
PO Box 3384  
South Brisbane QLD 4101

T (07) 3844 4200

F (07) 3844 4220

E [qai@qai.org.au](mailto:qai@qai.org.au)

ABN 97 527 905 201

<b>Position Title</b>	Youth Advocate
<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
<b>Position Reports to</b>	Network Coordinator, Disability Advocacy Practice

## 1. Queensland Advocacy Incorporated Values

The appointee to 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 role of the Advocate is to deliver individual advocacy support to Queensland young people (birth to 18 years) with disability.

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

- Assisting and supporting young people with disability to:
  - understand their rights;
  - access appropriate supports and services and address gaps in support;
  - address discrimination, conflict and unfair treatment;
  - make informed decisions;
  - build capacity to self-advocate;
  - ensure their fundamental needs are being met;
  - understand and navigate legal processes and systems.
- Comply with intake and record keeping practices consistent with obligations of a community legal service;
- Internal reporting and external reporting to the funding bodies as required;
- Participation in the network for Queensland disability advocates;
- Providing information and referring young people internally or to other agencies for support and assistance as required;
- Identify issues requiring systemic reform in relation to the rights of people with disability; and
- Preservation of the mission and intent of QAI: Promotion, protection and defence of people with disability through the Human Rights Advocacy Practice and provision of systemic information to the systems advocacy team, to contribute to law reform and systemic advocacy work.

#### ***General:***

- Demonstrate commitment to QAI's values and beliefs and the principles and elements of social advocacy.
- Keep informed of current government and community attitudes and policies and their effects on the lives of people with disability.
- 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, Queensland Government platforms and Microsoft 365.
- Performing various tasks including maintaining client databases (CLASS), QAI's electronic filing systems, Microsoft 365 and it's integrated apps and perform work including drafting correspondence, advice letters and preparing documents
- Participate in staff meetings, planning workshops and other meetings in connection with the operation of client services and QAI.
- Undertake training required to perform the above duties.

- General office teamwork and assistance.
- Undertake own word processing and administrative tasks.
- Carry out any additional duties within the scope of the position as directed by the coordinator.

#### **4. Requirements of the Position:**

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

- 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;
- Comply with the code of conduct and ethics and confidentiality requirements of QAI and with the National Disability Service Standards; and
- Highly developed conceptual and written skills with the ability to analyse the big picture and relate this to individuals' lives.

##### ***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;
- Provide client and service delivery reports to the Coordinator within agreed timeframes;
- 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.

##### ***Essential:***

- Strong commitment to human rights, social justice and diversity;
- Good knowledge of people with disability and understanding of what makes people vulnerable;
- 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 young people with disability;
- Well developed organisational and time management skills, including the ability to plan, implement and evaluate strategic pieces of work.
- Current Blue Card; and
- Current Queensland drivers' licence and ability to travel.

##### ***Desirable:***

- Previous experience at a Community Legal Centre and/or with the Community Legal Assistance Services System (CLASS), would be advantageous;
- Legal/social work/allied health qualification or equivalent experience; and
- Individual advocacy experience (legal or non-legal).