



Queensland Advocacy for Inclusion

Advocacy for people with disability.

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Position Title	Justice Support Advocate
Location	Queensland Advocacy for Inclusion Level 2, 43 Peel Street, South Brisbane, Meanjin Qld 4101
Industrial Instrument	Social, Community, Home Care & Disability Services Industry Award 2010 (SCHDS Award)
Classification	Commensurate with experience
Basis	Full time or Part time
Position Reports to	Principal Solicitor Human Rights Advocacy Practice

1. Queensland Advocacy for Inclusion Values

The appointee to this position will have a commitment to Queensland Advocacy for Inclusion (QAI) to promote and implement the values and philosophies of the organisation when conducting activities and actions related to their position.

2. Organisational

QAI is an independent, community-based advocacy organisation for people with disability. QAI's purpose 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 the 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 Queenslanders with impaired capacity involved in the criminal justice system. Under the supervision and direction of the Principal Solicitor and other Senior QAI staff as required, the Advocate's role will include providing non-legal advocacy, advice, information and referrals for clients of QAI and contributing to the systemic advocacy work and community education of QAI within the Human Rights Advocacy Practice.

Key Position Responsibilities and Accountabilities:

- Assisting and supporting people with disability who are involved in the criminal justice system 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 processes and systems.
- Comply with intake and record keeping practices consistent with obligations of a community legal service.
- Providing information and referring clients internally or to other agencies for support, advice, representation and/or assistance as required.
- Internal reporting and external reporting to the funding bodies as required.
- Identify issues requiring systemic reform in relation to the rights of people with disability.
- Preservation of the purpose and intent of QAI: Promotion, protection and defence of people with disability and provision of systemic information to the systems advocacy team, to contribute to law reform and systemic advocacy work.

General:

- Comply with the code of conduct and ethics and confidentiality requirements of QAI and with the National Disability Service Standards.
- 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 *Legal Profession Act 2007* (Qld), 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 its 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 Principal Solicitor.

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 appropriately, to reason and argue assertively on important issues on behalf of people with disability;
- Provide client and service delivery reports to QAI supervisor 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;

- Experience in providing quality individual and systemic advocacy to persons with disability with significant experience in the field of disability, human rights, or social justice sectors;
- 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;
- Well-developed organisational and time management skills, including the ability to plan, implement and evaluate strategic pieces of work; and
- Criminal history screening and corresponding certificate.

Desirable:

- Lived experience of disability;
- Tertiary qualifications in disability or health related studies, social work or legal;
- Experience within, and/or a working understanding of, the Queensland criminal justice system, National Disability Insurance Scheme, and/or *Human Rights Act 2019* (Qld); and
- Previous experience at a Community Legal Centre and/or with the Community Legal Assistance Services System (CLASS), would be advantageous.