



POSITION DESCRIPTION

Position:	Advocacy Operations Manager	Reports to:	CEO
Award:	Non-Award	Classification:	Senior Manager
Status:	Full-time	Location:	16 Hutt Street, Adelaide

Purpose of Role

The Advocacy Operations Manager leads and manages the Advocacy team and service delivery processes ensuring the delivery of high quality Advocacy support. This includes the provision of planned and targeted information and education ensuring that consumers are sufficiently and empowered to make their own choices and have their rights respected and upheld.

The Advocacy Operations Manager reports to and works closely with the Chief Executive Officer, and maintains a collaborative and productive working relationship with other Senior Managers and staff within the organisation to achieve ARAS strategic goals.

The Advocacy Operations Manager is also responsible for implementing work plans and improvement action plans with the Advocacy team. The Manager Advocacy Operations represents ARAS in significant forums and events. ARAS aspires to conduct reflective practice in all aspects of work, continuous quality improvement and the highest standards of service provision.

Key Responsibilities	Key Performance Indicators
1. Leadership	1.1 As a member of the ARAS senior management team, provide support and assistance in the development and delivery of the ARAS Strategic Plan and underlying business plans. 1.2 Develop and maintain cooperative and harmonious relationships and work in collaboration with others to prevent and/or resolve difficulties. 1.3 Attend and contribute to regular Senior Manager and staff meetings, and meetings with Government and other stakeholders. 1.4 Direct and co-ordinate the Advocacy team, ensuring organisational and individual goals are achieved. 1.5 Participate in the recruitment process. 1.6 Develop capacity in the organisation to ensure quality and depth of management in the organisation. 1.7 Ensure that all direct and indirect reports have a development plan in place, with effective feedback and staff understanding of potential career development. 1.8 Resolve any workplace conflict in a professional manner and through the policy and procedure outlined in the ARAS Human Resources policy manual. 1.9 Work positively and communicate effectively within a team environment to achieve service delivery excellence.
2. Contract	2.1 Provide overall contract management of service contracts under their

<p>Management</p>	<p>responsibility. Including;</p> <ul style="list-style-type: none"> i. Ensure budgets are developed with the Finance team, effectively monitored including adjusting expenditure to achieve targets; ii. Ensure employees are effectively resourced to achieve service delivery; iii. Implementing consumer outcomes monitoring to achieve improved consumer wellbeing and safety. <p>2.2 Ensure that service programs are managed as per service agreements, including the achievement of outputs and outcomes.</p> <p>2.3 Work in collaboration with the CEO in renegotiation of service contracts in a timely manner.</p> <p>2.4 Identify opportunities for funding in areas that are within the scope of ARAS services.</p> <p>2.5 Report monthly to the CEO on contract compliance including key milestones and KPIs by the 5th of each month.</p>
<p>3. Advocacy & support</p>	<p>3.1 Ensure timely, high quality Advocacy support and representation services, that meet consumer demands, in accordance with the ARAS Advocacy framework, values and standards.</p> <p>3.2 Manage a high level of mentoring and support to the Advocacy team including debriefing, regular supervision, case discussion and performance management support to ensure continuous quality improvement of Advocacy practice.</p> <p>3.3 Develop and meet targets within the annual work plan.</p> <p>3.4 Supervise Advocates, including regular meetings and performance planning and review, to enable the team to achieve their identified goals and KPIs, ensuring emerging issues are communicated to the CEO and Senior Management team.</p> <p>3.5 Conduct regular performance reviews on the Advocacy team, identifying training and professional development opportunities and addressing performance issues.</p> <p>3.6 Provide input into policies and procedures relating to general Advocacy services.</p> <p>3.7 Manage action research projects relating to the provision of high quality services for consumers and their families.</p> <p>3.8 Write and provide input into funding performance reports.</p> <p>3.9 Participate in and contribute to quality improvement programs and activities and work towards maintaining the Quality Management system and Accreditation Standards.</p>
<p>4. Program Management</p>	<p>4.1 Manage program areas including all areas of Advocacy, Intake, Education, Events, Special Needs groups and/or similar.</p> <p>4.2 Initiate, and provide on request, relevant reports and briefings for the CEO, board committees and other relevant stakeholders around strategic issues.</p> <p>4.3 Report monthly on emerging trends to CEO.</p> <p>4.4 Allocate cases based on consumer needs and Advocate skills, ensuring Advocates work across at least two program areas during the performance year.</p> <p>4.5 Continually review and refine program procedures, and develop, implement and monitor quality improvement strategies and processes to support the growth of the organisation.</p>
<p>5. Continuous Quality Improvement</p>	<p>5.1 Ensure that all statutory requirements are being met or exceeded including but not limited to funding agreements, Commonwealth and</p>

	<p>State legislation and related regulations and guidelines.</p> <p>5.2 Promote and model reflective practice in all ARAS staff, and demonstrate commitment to continuous quality improvement.</p> <p>5.3 Work with other team members to improve service outcomes for consumers and employees by effective complaint management via the ARAS Complaints procedure, stakeholder feedback and responses to service audit processes</p> <p>5.4 Manage Workplace, Health and Safety activities to ensure compliance in accordance with the <i>Work, Health & Safety Act 2012</i> and the <i>Work, Health & Safety Regulations 2012</i>.</p> <p>5.5 Identify and contribute to continuous improvement of all policies and procedures that support the inclusion and participation of consumers.</p> <p>5.6 Participate in and contribute to Continuous Quality Improvement systems and any relevant quality review or accreditation.</p>
6. Administration & Documentation	<p>6.1 Ensure documentation is accurate and completed in a professional and timely manner.</p> <p>6.2 Ensure accurate and timely maintenance of Intake records and information ensuring that information is recorded and updated on a regular basis in the database system.</p> <p>6.3 Plan and manage time effectively to complete tasks and meet strict deadlines.</p> <p>6.4 Monthly report to CEO to be submitted by the 5th of each month.</p>
7. Personal & Professional Development	<p>7.1 Continue to develop professionally and personally to meet the changing needs of the position, the external environment and the organisation.</p> <p>7.2 Participate in the organisation's performance management process.</p> <p>7.3 Maintain up to date knowledge of relevant legislation and government requirements which impact on the position and organisation.</p> <p>7.4 Demonstrate knowledge of the organisation's policies and procedures and a commitment to keep updated on emerging changes.</p> <p>7.5 Ensure the successful completion of individual training and development activities to update knowledge and skills relating to legislative, policy, and system, procedure, product and service requirements inherent in the current duties.</p>
8. Know and apply ARAS policies and procedures	<p>6.1 Demonstrated alignment to the ARAS mission and values, including the strategic plan.</p> <p>6.2 Model and foster behaviours aligned with the ARAS Code of Conduct.</p> <p>6.3 Evidence of harmonious working relationships with other employees, volunteers and other stakeholders.</p> <p>6.4 Management of risk and ensure compliance with WHS to the highest standards.</p>

Qualifications

- A tertiary qualification in human services, law, social work, behavioural science and/or community services or an equivalent combination of qualifications and experience, along with skills in education and/or training.
- Demonstrable evidence of ongoing and recent upgrading of skills and knowledge.
- Membership of relevant professional associations.

Knowledge and experience

- A minimum of 10 years' experience managing a medium to large team as well as proven ability to lead a team in a human services environment, demonstrating a high level understanding of leadership, human resources and motivational skills.
- Demonstrated ability to participate in a complex working environment supporting procedures, policies, and regulations which impact on the position, in relation to Privacy, Workplace Health & Safety, Equal Opportunity, Anti-Discrimination, and the Code of Conduct.
- Demonstrable experience in performance management, conducting performance reviews, disciplinary processes and reward & recognition programs.
- Experience in working with and or advocating for people with a disability, older people, disadvantaged, vulnerable groups and operating within a social justice framework or similar.
- Proven ability to construct and write successful tenders for funding and a demonstrable track record of achieving contract outcomes.
- Demonstrated ability to understand and apply legislation particularly the Aged Care Act 1997 and related Principles and the Retirement Villages Act 1987 and related regulations, policies and procedures, including the ability to identify issues and problem solve.
- Excellent written, verbal communication and presentation skills.
- High level computer skills – Microsoft Office or equivalent.
- Proven experience in working with an organisation to achieve quality accreditation and a demonstrable commitment to continuous quality improvement and maintaining quality outputs.

Specific employment requirements

- Satisfactory National Police Clearance required (must be less than 12 months old at time of joining).
- Work outside of normal office hours may be required from time to time.
- Current driving licence and willingness to drive for work purposes.
- Travel may be required within South Australia and interstate.

MONITORING, EVALUATION AND REVIEW

Status:	APPROVED	Control:	Human Resources
Approved by:	CEO	Version:	1.0
Effective Date:	June 2018	Review Date:	July 2019

Acknowledgement

I, acknowledge that I have read and understood the key position duties described in this Position Description and agree to carry out my duties to meet these outcomes to the best of my ability. I also understand that at times I may be required to undertake additional duties relevant to the position that are not listed in this statement and that fall within my competency and skill set. I have received a copy of this Position Description.

Employee

Name: _____

Signed: _____

Date ____/____/____

Human Resources Manager

Name: _____

Signed: _____

Date ____/____/____