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| Position Title | Financial Advocacy Officer | Salary | Based on NT Social, Community, Home Care and Disability Services Industry Award Grade 5.1 |
| Team | Senior & Disability Advocacy Service | Conditions | DCLS Enterprise Agreement 2012 |
| Reports to | SDRS Team Leader | Employment type | Full time 37.5 hours per week |
| Direct reports | nil | Duration | 12 month contract |

About DCLS

Darwin Community Legal Service (DCLS) is an innovative community-based organisation that provides a range of legal services including free legal advice and advocacy, community legal education, law reform and policy development. DCLS is committed to social justice and the protection of human rights in the Northern Territory.

About this role

Working in close collaboration with Aged Care Advocates, the Financial Advocacy Officer is responsible for providing support to advocates and older people receiving aged care services, to assist with a better understanding of costs and pricing, to support consumer choice.

The Financial Advocate Officer will provide support in line the National Aged Care Advocacy Framework providing specialist financial advocacy that is client directed, rights based and always on the side of the older person. Financial Advocacy Officers will not provide financial advice or counselling.

Key duties and responsibilities

Support advocates to understand Home Care service costs, financial statements and invoicing, home care pricing schedules and pay arrangements and build their capacity to provide effective advocacy for aged care consumers in this area.

Support aged care consumers to understand Home Care and aged care service costs, financial statements and invoicing, home care pricing schedules and pay arrangements, including self-managed packages.

Develop and deliver engaging education that complements the Older Persons Advocacy Network's (OPAN) cost education resources and supports the knowledge and confidence of aged care consumers to fully understand aged care service costs, including home care fees and statements, and consumer rights and choice

Provide systemic advocacy locally through engagement with aged care service providers about potential improvements to invoices and statements to improve consumer understanding.

Contribute to systemic advocacy nationally by providing regular feedback relating to the consumer experience of Home Care and Aged Care Costs OPAN.

Organisational Responsibilities

Continue to develop professionally and personally to meet the changing needs of the position and the organisations.

- Participate in the organisation's performance management process.

- Attend training as identified through the performance management process, or as identified by management.
- Maintain knowledge of Work Health and Safety procedures, anti-discrimination legislation, privacy legislation and other relevant legislation.
- Demonstrate knowledge of the organisation's policies and procedures and a commitment to keep updated on emerging changes.
- Contribute to the reporting of data, as requested by management, in a timely and accurate manner.
- Comply with health and safety directions.
- Promptly report all identified workplace hazards, near misses, incidents, and injuries according to organisational requirements.

Key stakeholder relationships

- Internal – Aged Care Advocates, Team Leader, Senior Advocate & OPAN
- External – Older persons, Aged Care Quality & Safety Commission, Services Australia FIS Officers and Aged Care Specialist Officers (ACSOs), Aged Care Service Providers, Financial Counsellors, Legal Services, and other identified referral organisations.

Experience, Skills and Qualifications

- A commitment to the mission, vision and values of Darwin Community Legal Service
- Experience supporting aged care consumers to navigate the financial management and reconciliation of received services and resources, ensuring needs are met and resources properly utilised.
- A sound knowledge of aged care finance and its relationship to Services Australia, including Centrelink
- Experience working with vulnerable and disadvantaged members of the community
- An understanding and experience in advocacy or consumer education initiatives
- Well-developed ability to interpret complex financial information and communicate it in a clear and simple manner
- Highly developed written and oral communication skills
- Highly developed interpersonal skills including liaison and negotiation skills
- High-level organisation skills including well-developed priority-setting skills and the ability to meet deadlines
- Proficiency in Microsoft Office (Excel, Word, and PowerPoint)
- A minimum of two years' experience working in the not-for-profit, health, aged care, or human services sectors
- Tertiary qualifications in a finance related discipline or equivalent experience

Desirable

- Current NT Driver's License and willingness to travel for short periods, including by light aircraft.

Criminal History Check

- Successful applicants will be required to undergo a criminal history check
- Successful applicants will be required to have a current Working with Children's Card

Covid 19 Vaccination

- Successful applicants will be required to supply evidence of Covid 19 Vaccination status

Salary and other benefits

Current salary level of \$84,571.50

DCLS pays above award wages, and salary packaging is available. Superannuation per legislation, six week's annual leave (or pro-rata), and excellent conditions as per DCLS Enterprise Agreement apply, including flexible working and time in lieu. DCLS is an equal opportunity employer.

