

**POSITION DESCRIPTION**  
**HEALTH AND DISABILITY ADVOCATE**  
**NATIONAL ADVOCACY TRUST**

**Responsible to:** The Team Manager

- Primary Objectives**
- Provides a free complaint resolution service, assisting consumers to express and try to resolve their concerns with the provider of the health and/or disability service.
  - Promotes awareness of the rights of health and disability service consumers by providing free education to consumers and those providing health and disability services.
  - Network with people/groups who can assist with information getting to people whose welfare may be at risk.

- Working Relationships**
- Advocates are responsible for maintaining effective, respectful relationships and communication with:
- Consumers, consumer groups, community organisations
  - Tangata Whenua
  - Health and disability service providers and provider organisations,
  - All staff employed by the National Advocacy Trust
  - Advocates from other organisations

- Key Accountabilities**
- To act in accordance with the relevant sections of the Health and Disability Act 1996 and any subsequent amendments, Health and Safety at Work Act 2015 and any subsequent amendments, and any other Act of Parliament which is applicable in carrying out the role.
  - Comply with the Advocacy Guidelines, the Trust's Policies and Procedures, and the Contract Operating Manual or other directives which are issued from time to time.
  - To meet quarterly and annual individual outputs.

**Core Output Accountabilities**

Management of enquiries

- Provides prompt, respectful, helpful, appropriate information, and options to enquirers
- Records all enquiries in the Advocacy Database System (ADS). Enquiry records are accurate, timely, and meet organisational requirements

Management of complaints

- Receives and closes complaints in a timely manner from those authorised to make them or refer them

- Informs consumers of their Rights and the role of the Advocacy Service in the resolution of complaints
- Ensures that for all involved, fair, respectful, consumer focused, and safe processes are used in resolving complaints
- Records all complaints relating to health and/or disability service providers in ADS. Complaint records are accurate, timely, and meet organisational requirements

#### Management of education sessions

- To seek, receive and appropriately manage requests for education about the Advocacy Service and the Code of Health and Disability Services Consumers' Rights"
- Provide sessions using approved resources
- Seek feedback using the Trust's survey process
- Records all education sessions in ADS. Education session records are accurate, timely, and meet organisational requirements.

#### Management of network activities

- Within the designated area of responsibility, establishes, maintains and engages appropriately with strategic networks with consumer and provider groups/individuals, particularly those who connect with people whose welfare is most at risk.
- The details of all networks and network activities are recorded in a timely manner on ADS. Records are accurate and meet organisational requirements.

#### Management of residential visits

- Engages with consumers and providers in residential facilities to ensure consumers, who may not otherwise have opportunity, can access an independent advocate
- The details of all residential visits are recorded and updated in a timely manner on ADS, and comply with the organisation requirements

#### Effectiveness within the team and service

- All reports and letters produced by the advocate are of a very high standard, comply with the organisation requirements, and are submitted on time
- Actively participates in regional and national team activities e.g. training, peer support meetings, requests for feedback and so on
- Supports colleagues by sharing work related knowledge and experiences appropriately
- Develops and implements a plan that ensures duties are carried out in a timely, appropriate manner and ensures required individual outputs are achieved

## PERSON SPECIFICATIONS FOR ADVOCATE

### Essential skills and requirements

- Excellent written and oral skills, and the ability to relate to a wide range of people
- Excellent planning, scheduling and personal organisational skills to meet agreed deadlines
- Demonstrate a proactive, goal oriented, and focused approach to the tasks and responsibilities associated with the role
- Capability to work without direct supervision, seeking appropriate guidance when required
- Work well within a team
- Commitment to providing a high-quality service
- Able to type, and have computing and word-processing and data entry skills
- Have the ability to take ownership of their own actions
- Have a balanced and informed approach to complaint resolution
- Demonstrate the ability to learn and understand details pertaining to the organisation's effective operation
- Public speaking/presentation skills
- Current drivers licence and your own car that can be used for work purposes

### Personal Attributes

#### Reliability

- Must maintain standards, model appropriate behaviour, deliver on promises, generate confidence and generally 'gets things right first time'

#### Responsiveness

- Demonstrated commitment to being approachable, responsive and accessible

#### Competence

- Continually seeks avenues to update the skills and knowledge necessary to perform the required duties
- Presents self professionally in both manner and dress
- Willing to accept and acknowledge mistakes, and willing and able to learn from others

#### Communication

- Is perceptive and understands the needs of others
- Is confident and when required assertive in dealing with others
- Must be able to communicate effectively and display a non-judgemental attitude
- Highly skilled reflective listener, accurately interpreting meaning and taking actions that reflect understanding of the messages communicated by consumers, providers, and the organisation

#### Courteous

- Exhibits consideration and respect toward all with whom they come into contact in the course of their duties

### Integrity

- Including but not limited to confidentiality, honesty, ethical practices, impartiality and ability to work within professional boundaries

### Commitment

- Professional and personal activities show commitment to the vision, values and business of NAT, Advocacy Guidelines and Code of Practice, and the Treaty of Waitangi