

Position Title	Network Coordinator
Location	Queensland Advocacy Inc. Level 2, 43 Peel Street, South Brisbane, Meanjin Qld 4101
Industrial Instrument	Social, Community, Home Care & Disability Services Industry Award 2010 (SCHDS Award)
Classification	Level 7
Full Time/Part Time	Full time
Position Reports to	Chief Executive Officer



**Queensland Advocacy
Incorporated**

Advocacy for people with disability.

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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 promote, protect and defend, through advocacy, the fundamental needs, rights and lives of the most vulnerable 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

QAI will shortly commence operating an inaugural Statewide disability advocacy network, including:

- A) An information hub with telephone and online information resources; and
- B) An advocacy network of organisations providing disability advocacy in Queensland.

The Coordinator of this Network is responsible for supervising and managing the activities of this disability advocacy hub and chairing the advocacy network. The coordinator, with the CEO, will ensure satisfaction of funding obligations, identify funding and project opportunities, and provide strategic direction and guidance for the program.

The Coordinator will supervise call centre staff and QAI's Systems Advocacy Program, working in accordance with the planning and implementation of the information hub and advocacy network to achieve positive individual outcomes and systemic reform for people with disability, in line with QAI's values, goals and priorities.

Key Position Responsibilities and Accountabilities:

- Responsibly manage the program and team in accordance with the National Association of Community Legal Centres' Risk Management Guide and Queensland Government funding guidelines.
- Be responsible for induction, training, supervision and performance appraisal of call centre staff and systems advocates.
- Develop, design and maintain resources for the call centre, such as intake scripts, self-help kits, referral manual, submissions, brochures, discussion papers, reports, newsletter contributions and other publications within the expertise and responsibilities of the position.
- In collaboration with the communications officer and CEO, develop, implement and maintain online resources such as a website and social media platforms, to educate and provide information on disability trends, issues and announcements, as well as tips and resources on self-advocacy.
- Provide information, referrals and advocacy support to people with disability, their families, caregivers or support organisations, regardless of disability type, location or cohort.
- Identify trends, through the analysis of data from the call centre and the wider network, to achieve or promote systemic reform of laws, policies and practices impacting on people with disability.
- Prepare reports for QAI management and funding bodies as required.
- Establish and develop referral pathways and networks to ensure the program is well resourced.
- Represent QAI at network meetings, conferences and other events, to ensure services, data capture and referrals are integrated.
- As chair, lead a Queensland advocacy network on advocacy issues state-wide, including identification and action on systemic issues, presentations to industry and government, advice to the Minister, Queensland Disability Advocacy Council (QDAC) and department, and provision of advice to mainstream agencies.

General

- Ensure that 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.

- 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 CEO.

4. Requirements of the Position

Values, skills, knowledge:

Essential

- Strong commitment to human rights, social justice and diversity, including the promotion and protection of the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity.
- Proven experience in implementing, managing and evaluating funded programs.
- Highly developed organisational skills to identify priorities, manage workload, and maintain records within a community-based service.
- Excellent communication skills and the ability to liaise with a wide range of stakeholders including management, staff, clients, external support providers and other external organisations such as funding bodies.
- Ability to exercise initiative and judgment within the sphere of work to plan, coordinate, implement and evaluate work in a strategic way.
- Strong analytical and problem-solving skills.
- Good knowledge of the welfare and/or disability sector/s with understanding of what makes people vulnerable.
- Ability to communicate with and lead staff with varying skills and knowledge through organisational change.
- Ability to work 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.

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 training or equivalent qualifications.
- Individual advocacy experience (legal or non-legal), with demonstrated ability to reason and argue assertively on important issues on behalf of people with disability.