

Customer Advocacy Advisor





Position Purpose

The implementation of the National Disability Insurance Scheme (NDIS) involves a transformational change to the way disability supports are delivered. This position exists to provide specialised advice and support to Scope customers during the transition to the NDIS, facilitating opportunities for customers to have input into organisational conversations, but also recognising that linkages to mainstream services will be vital in enabling people to live an ordinary life. The incumbent will provide guidance to Customer & Service Delivery team members based on expert knowledge of both the existing and developing disability systems

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| Division: | Improvement and Innovation | Reports to: | Customer Safeguarding Manager |
| | | Direct Reports: | Nil |
| Internal Relationships: | Customer & Service Delivery Managers; Customer Relationship Leaders; DSWs; CIRC | External Relationships: | Advocacy services, NDIA, DHHS, Disability sector agencies, Relevant community services |
| Delegation of Authority | Level 5 | Category | Specialist |
| Employment Contract | | Award | Above Award Status |

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| Scope's Mission | Scope's mission is to enable each person we support to live as an empowered and equal citizen. |
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| Scope's Vision | <p>Scope will inspire and lead change to deliver best practice. We will:</p> <ul style="list-style-type: none"> • Support and listen to each person and their family. • Provide leadership to influence strategy and policy. • Deliver person driven, flexible & responsive services to build a sustainable future. • Build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research. • We will deliver better outcomes |
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| Scope Approach | <p>SEE THE PERSON: </p> <p>We listen to understand We see the potential We recognise how you do things and what you achieve We take personal responsibility We build excellent relationships with our clients and customers We understand the balance between risks and rights</p> <p>DO IT TOGETHER: </p> <p>We lead in line with Scope's approach We work together to achieve shared goals We build ethical and sustainable partnerships We support each other We communicate early and honestly We share responsibility for safety</p> <p>DO IT RIGHT: </p> <p>We use systems and processes in our work We deliver quality outcomes safely and on time We understand risks and opportunities We are a financially sustainable organisation We own the consequences of our actions We take pride in the delivery of our Mission</p> <p>DO IT BETTER: </p> <p>We develop creative solutions We review and continually improve We understand what is working and what is not We seek and respond to feedback We build capacity in all that we do We are a leader in safety</p> |
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| Key Function | Key Accountabilities, Responsibilities & Deliverables |
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| Service Provision | <p><u>Customer Experience</u></p> <ul style="list-style-type: none"> • Responsible for providing expert advice and support to customers during the transition from traditional service models to exercising choice and control under the NDIS. • • Responsible for referring customers to external advocates and other mainstream supports in response individual needs, and maximising their opportunities to participate in community life. • Responsible for advising Customer & Service Delivery team members on best practice in responding to crisis situations around sensitive and highly complex life matters. |
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| | <ul style="list-style-type: none"> Responsible for addressing systemic issues associated with complex customer complaints as directed, while ensuring this occurs in close partnership with customers and families Responsible for implementing action plans related to serious incidents and customer complaint resolution, as directed, and in collaboration with Quality team members. Responsible for providing case management to existing customers according to funding requirements, including emotional support and guidance to achieve positive individual outcomes. <p><u>Customer Feedback</u></p> <ul style="list-style-type: none"> Responsible for connecting existing Scope customers to new and existing customer feedback processes that amplify their voices, including the Customer Insight Committee. Responsible for building the capacity of customers to provide feedback about service quality directly to Disability Support Workers, Customer Relationship Leaders and Customer & Service Delivery Managers. Responsible for educating customers in the use of online tools to provide dynamic feedback. Responsible for providing guidance to Customer & Service Delivery team members around encouraging and responding in a timely way to customer feedback. <p><u>Quality Leader</u></p> <ul style="list-style-type: none"> Accountable for maintaining and implementing organisational policies and procedures that position Scope as a leader in upholding human rights and preventing abuse. Responsible for thought leadership that embeds principles and practice essential to the successful delivery of customer driven services under the NDIS. <p><u>Business Leader & Strategist</u></p> <ul style="list-style-type: none"> Responsible for managing strategic relationships with a diverse range of external networks and partners. Responsible for representing Scope at major disability sector meetings and events. Responsible for developing and maintaining good working relationships with management and staff while balancing the necessity to remain objective at all times. Responsible for articulating and demonstrating Scope's mission and values throughout the organisation. |
| Financial Outcome | <ul style="list-style-type: none"> Responsible for delivery of business support related to service quality according to the approved budget and delegated authority. |
| Growth Delivery | <ul style="list-style-type: none"> Responsible for supporting the Customer Safeguarding Manager in the implementation of Strategic and Business Plans. Responsible for identifying business opportunities stemming from customer interactions. |
| People Leadership | <ul style="list-style-type: none"> Actively support culture change through developing individuals' skills and abilities so that they can fulfil their current/future responsibilities more effectively Provide leadership that supports a people management culture that is underpinned by EEO, Human Rights, builds employee resilience and inclusion and that also recognises their Duty of Care responsibilities towards participants and employees Work in collaboration with Quality team members to support organisational transformation |
| Workplace Health and Safety | <ul style="list-style-type: none"> Responsible for ensuring Scope complies with its legal requirements and strives for best practice in the provision of a safe workplace for all. |

Selection Criteria – Customer Advocacy Advisor

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| Qualifications & Knowledge/Experience | <ul style="list-style-type: none"> Certificate IV in Training and Assessment (or equivalent) Experience in working with people with disability is preferred |
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POSITION DESCRIPTION

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| | <ul style="list-style-type: none"> • Extensive leadership experience in the disability field • Expert knowledge of the current disability service system and the National Disability Insurance Scheme • Sound knowledge of quality management principles and practice, including systems, processes and continuous improvement • Excellent working knowledge of Quality & Safeguarding Frameworks • Demonstrated experience in identifying and addressing customer empowerment issues within human services • Tertiary qualifications in a relevant discipline preferred |
| Technical Competencies | <ul style="list-style-type: none"> • Computer Literate |
| Behavioural Competencies | <ul style="list-style-type: none"> • Ability to cultivate and maintain collaborative working relationships Customer focussed • Strong rapport with people with a disability • Ability to support people with diverse communication systems • Excellent negotiation and counselling skills • Ability to work independently and as part of a larger team to achieve outcomes • Established networks across the disability sector and with key mainstream services • Ability to be self-motivated and manage a varied workload with shifting priorities Mindful of the compliance environment, but willing to challenge the status quo if required |
| Licenses & Accreditations | <ul style="list-style-type: none"> • Clear and current 'Police Check' for disability sector work. • Current Working with Children' check • Motor Vehicle Drivers Licence (valid in Victoria) • Must satisfy all visa requirements for working in Australia. |

Authorisation:

This Position Description has been reviewed and approved by the General Manager Innovation & Service Enhancement and is effective from the October 2019