

Position Description

Position Title:	Customer Rights and Empowerment Practitioner	Division:	Quality, Innovation & Safeguards
Position Reports to:	Customer Rights and Empowerment Coordinator	Direct Reports:	N/A
Classification	STAR – as per contract letter	Band	G
Approved by:	Chief Practitioner	Date approved	June 2021

Primary Position Objective:

- The Customer Rights and Empowerment (CRE) Practitioner is part of the CRE team and reports to the Customer Rights and Empowerment Coordinator. This position exists to ensure the protection and fulfilment of rights of Yooralla customers consistent with the United Nations Convention on the Rights of Persons with Disabilities, 2006, the National Disability Insurance Scheme Act 2013 and the NDIS Practice Standards and Quality Indicators – Rights and Responsibilities module.
- Support and empower customers or provide external advocacy referral and act as an internal resource for Yooralla staff.
- Build and strengthen customer rights and empowerment through a range of individual and family centred practice programs, promote social inclusion and self-determination initiatives that strengthen the protection of the rights of people with disabilities through self-advocacy, peer support, skills development, advancing advisory committees, and provide information/education forums and resources to external and internal stakeholders
- Work with people with disabilities within Yooralla as well as support external partnerships, for example VALID, Inclusion Melbourne to provide programs, training and individualised support to empower people with disabilities at Yooralla to then to speak up for and exercise their rights and responsibilities and enjoy greater citizenship and community inclusion.
- Support customers with codesign activities to express their views, opinions, needs, experiences and outcomes.

Organisational Overview

Yooralla is a not-for-profit organisation offering high quality support services for people with disability. Established in 1918, Yooralla offers a wide range of services to people with a disability. Yooralla employs over 2000 employees who provide services to people with disability across

Position Description

Victoria.

Vision

A world where people with disability are equal citizens

Mission

To provide quality, sustainable and flexible services that uphold human rights and create opportunities, empowering individuals to live the life they choose

Values

Customer Focused in our service, creative in our solutions

Courageous in speaking up, determined in facing challenges

Authentic in our relationships, honest in our conduct

Accountable in our work, responsible for our actions

Respectful of choices, embracing of diversity

Passionate about our work, driven by our vision

Organisational Accountabilities (applicable to all employees)

Positive Working Relationships

Customer Safeguards and Wellbeing

Occupational Health and Safety

Quality Assurance and Continuous Improvement

Position Description

- Demonstrated ability to work as part of, and contribute to, a person centred team.
- Facilitate good working relationships with the community, customers, their families, and carers, and all departments in Yooralla through clear communication and a willingness to work towards positive outcomes.
- Demonstrated ability to initiate and maintain contacts with a broad range of people and community organisations to facilitate customers' access to services, appropriate communication with fellow workers, families and other people involved with the service and in the life of the customer.

Safeguard and promote the rights and wellbeing of every individual so they are recognised, respected, protected and fulfilled.

In providing quality services, Yooralla staff must comply with

- the NDIS Practice Standards
- the Disability Service Standards
- Victorian Charter of Human Rights and Responsibilities Act 2006
- the Principles and Objectives of the Disability Act 2006
- the United Nations Convention of the Rights of Persons with Disabilities 2006
- the Child Safety Standards

Cultural and Linguistic Diversity

At the direction of the customer undertake all interactions with regard to the customer's culture, diversity, values and beliefs in accordance with NDIS Practice Standard 7-Individual Values and Beliefs

Comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related OHS procedures and Safe Operating Procedures developed by Yooralla, including:

- Work in a manner that considers the health and safety of self and others
- Report to work fit for duty and not negatively affected by alcohol, drugs, medication or other substances
- Ensure that all work areas are maintained in a safe condition
- Complete site induction
- Identify, report and record all safety hazards, incidents and injuries
- Participate in OHS training programs
- Participate in OHS consultation and communication meetings
- Wear and maintain personal protective equipment and clothing correctly

- Attend meetings, workshops, conferences and training as required.
- Become familiar with and follow Yooralla's policies, procedures and management instructions.
- Be open to new ways of doing things that enhance the quality of life of people with disabilities; respond to challenges with innovative ideas and solutions.
- Strive for and promote a continuous quality improvement culture in the quality system and work practices, and offer strategic advice to improve customer relations.

Decision Making Authority:

Please refer to the delegation schedule available on the Yooralla [Intranet](#)

Position Specific Responsibilities

Position Description

Key Result Area

Empowerment & Safeguarding Rights

Key tasks

- In collaboration with people with disabilities and where applicable external organisations, develop and support group programs and/or individualised supports that educate and empower people with disabilities and strengthen peer support and self advocacy.
- Design, implement, monitor and evaluate programs and courses that build and strengthen peer support and self-advocacy of people with disabilities.
- Support Yooralla customers to speak up, and where requested, make complaints and self-advocate about their support and service(s) they receive; and where requested, act as a resource to staff in safeguarding rights.
- Provide support and mentorship to Yooralla customers and where applicable families and other key supporters to speak up. Make complaints and provide information about support and service(s) they receive; or issues they are experiencing.
- Act as an internal resource for staff to support with advice, information and where most appropriate and external referrals.
- Undertake visits to services to proactively connect with Yooralla customers, understand their experiences and discuss available supports.
- Provide feedback to Yooralla regarding systemic issues of concern and assist customers to consider possible solutions.
- Develop resources and provide information to internal stakeholders about safeguarding rights in accordance with relevant practice standards, policies, legislation and organisational procedures.
- Contribute to the development of policy and resources related to safeguarding customer rights and empowerment, and promotion of social inclusion and participation. And as directed by the line manager, respond to requests on safeguarding rights notifications.
- Participate in support programs such as the 'Your Empowerment Support' (YES) Group and other peer groups.

Indicative Time

<70% of time>

Position Description

Leadership and teamwork	<ul style="list-style-type: none"> Actively participate in and contribute to team work to ensure customers are at the centre of decision making and control of their own lives. Engage in projects and teamwork that support the objectives of the organisation’s safeguarding rights approach and/or as directed by the Customer Rights and Empowerment Coordinator. Provide professional and timely responses to organisational requests, such as data capture and recording; updating relevant policies and resources, minute-taking, meeting preparation etc. 	<15% of time>
Internal and External stakeholder engagement	<p>With the approval and support of the Customer Rights and Empowerment Coordinator.</p> <ul style="list-style-type: none"> Build strong relationships with internal and external stakeholders to promote empowerment and safeguarding rights of people with disabilities. Engage with stakeholders to improve controls to prevent risk of abuse and actively promote safeguarding rights to stakeholders. Provide administrative and secretariat support such as agenda setting and minute taking where appropriate. Provide support to customers, families and carers to engage in codesign activities. 	<15% of time>

Selection Criteria

Mandatory Requirements	<ul style="list-style-type: none"> International Police Check (if required) NDIS Worker Screening Check Requirement to use own smartphone or tablet device for customer confirmation of attendance Lived experience with a disability
Qualifications	<ul style="list-style-type: none"> Formal qualification in disability support or a human service related discipline Demonstrated work experience in disability or human services

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Professional Experience

- Knowledge of Disability Services and related NDIS Practice Standards, regulations; Victorian Disability Act 2006.
- Knowledge of critical incident management
- Experience in feedback and complaints handling
- Person or family centred practice experience.
- Experience in one or more of these areas: human rights advocacy, case management, community development, or positive behaviour support.
- Superior problem-solving and respectful communication
- Ability to work in a team as well as being self-directed.

Key Knowledge Areas

- Significant experience and knowledge in disability services or human service area with an understanding of human rights principles and implementing person centred and family centred practice.
- Knowledge of the UN Convention on the Rights of Persons with Disabilities, 2006.
- Recognising confidentiality and privacy issues and working accordingly

Personal Skills and Attributes

- Passionate about empowering people with disabilities and their families, and safeguarding their rights.
- Demonstrated commitment to empowering people with disabilities and families or other marginalised group.
- Demonstrated commitment to high quality customer service.