

## Elder Abuse Advocate

### How to apply

To prepare your application, please provide the following:

- a cover letter;
- resume; and
- responses to the key selection criteria contained in the position description.

*Applications that do not clearly address the selection criteria will be disregarded.*

**Applications close Midnight on Sunday, 26th May 2024**

### Where to apply

Completed applications may be forwarded to the **Director Legal Services and Principal Lawyer -Belinda Lo-employment@eclc.org.au**

### ECLC Recruitment Process

The recruitment process is expected to comprise two stages for short-listed applicants:

- Interview with the selection panel; and
- Professional reference checks.

Applicants may be subject to the following pre-employment checks:

- A current Working with Children Check
- Proof of the right to work in Australia

The selection panel may conduct additional interviews or assessments at its discretion.

*Eastern Community Legal Centre welcomes applications from current volunteers of our organisation. It is the position of Eastern Community Legal Centre however that a person cannot be engaged as both a paid employee and a volunteer of the Centre. Please note that if successful in the recruitment process, any current volunteer would be unable to continue in their volunteering role for the duration of their engagement.*

### Contact Us

If you have any questions regarding the role, please contact **Belinda Lo on 0423 731 821**.

For further information: [www.eclc.org.au/employment](http://www.eclc.org.au/employment)

Eastern Community Legal Centre knows that our organisation is stronger with a diversity of backgrounds and experience. Aboriginal and Torres Strait Islander people, people of colour, people from culturally and linguistically diverse and refugee backgrounds, people with diverse religious beliefs, gender diverse people, LGBTIQ+ people and people living with a disability are strongly encouraged to apply.

<b>Position Title</b>	<b>Elder Abuse Advocate</b>
Directorate, Team	Legal Services Directorate, Elder Abuse Response Programs
Location	ECLC’s Box Hill and Boronia offices, ECLC’s Healesville Office (as required), other outreach locations (as required), some working from home
Position reports to	Partnerships Co-ordinator – Elder Abuse
Direct reports	Nil
Classification	5
Enterprise Agreement	Eastern Community Legal Centre Enterprise Agreement 2013-2016
Employment type	Part Time (0.6), permanent

## About Eastern Community Legal Centre

**OUR VISION:** Human Rights | Fairness | Justice

**OUR MISSION:** Eastern Community Legal Centre (ECLC) is a multidisciplinary legal service that works to prevent problems, progress fair outcomes and support the wellbeing and resilience of communities and community members in Melbourne’s East.

Making the most of its abilities and the resources available, ECLC provides:

- information, advice and assistance across a range of legal and related issues
- advocacy to resolve problems at the earliest opportunity
- referrals to community agency partners
- integrated legal services, including through Health Justice Partnerships
- community development and education programs with a focus on rights, responsibilities and options
- primary prevention activities, using broad partnership approaches
- strategic advocacy to change unfair laws and improve systems and practices

**OUR VALUES:**

<p><b>Respect</b> Appreciating diversity and treating all people with dignity</p>	<p><b>Compassion</b> Understanding the underlying causes of disadvantage &amp; offering support without judgment</p>	<p><b>Advocacy</b> Providing a voice for those who cannot advocate for themselves and joining voices with those addressing injustice</p>
<p><b>Safety</b> Assuring confidentiality for clients and being responsive to their own assessment of safety and wellbeing</p>	<p><b>Justice &amp; human rights</b> Showing courage in encounters with injustice, promoting equitable access to legal help, and working to empower communities</p>	<p><b>Strong governance &amp; assurance</b> Practicing proactive and transparent leadership and striving for continuous improvement</p>
<p><b>Resourcefulness &amp; practicality</b> Finding solutions through working collaboratively and generously sharing expertise</p>	<p><b>Innovation &amp; entrepreneurship</b> Encouraging new ideas, taking calculated risks to increase impact, and leading by example</p>	<p><b>Quality &amp; evaluation</b> Building evidence-based practice through a robust monitoring and evaluation culture</p>

## Background

ECLC has a longstanding commitment to addressing elder abuse and helping those that it affects through innovative and coordinated responses. While the Centre addresses elder abuse through a broad range of primary prevention, early intervention and response programs, the Elder Abuse Response Programs implement and develop distinctive Health Justice Partnerships and Integrated Practice programs to assist people who are experiencing or at risk of elder abuse.

Integrated practice, in the context of a Community Legal Centre (CLC), means a multidisciplinary team of Community Lawyers, Community Service Professionals (including social workers/advocates) and Financial Counsellors who all work together to provide a holistic service to a client.

## About the Program

The Elder Abuse Advocate is a member of ECLC's Elder Abuse Response Programs which sit in the Legal Services Directorate.

The Elder Abuse Response Program's vision is to create a community in which older people lead self-directed lives, free from abuse or exploitation, their rights are upheld, and they are treated with respect and dignity. To achieve this vision, it aims to deliver collaborative, integrated services to older people at risk of or experiencing abuse.

The Elder Abuse Response Program is comprised of two teams: ROSE (Rights of Seniors in the East) and ELSA (Engaging & Living Safely & Autonomously) and overseen by the Managing Lawyer – Elder Abuse.

ROSE and ELSA are comprised of a Managing Lawyer, Partnerships Co-ordinator, Intake and Administration Officer, Community Lawyers, Elder Abuse Advocates, and Financial Counsellor/s. The programs provide legal, psychosocial, and financial counselling support to older people experiencing or at risk of elder abuse who reside in the East of Melbourne. The programs also offer secondary consultations; engage in partnership activities; deliver community engagement and early intervention activities including delivering community education; and engage in law reform and systemic advocacy work.

ROSE partners with a range of organisations and has a key partnership with Oonah Aboriginal Health and Community Services. ELSA is a Health Justice Partnership with Eastern Health.

## About the position

The Elder Abuse Advocate works in ROSE and ELSA – both of which are integrated, multidisciplinary teams comprising Community Lawyers, Elder Abuse Advocates, and Financial Counsellors - to provide wraparound support to older people experiencing elder abuse.

ROSE and ELSA clients may encounter multiple barriers to accessing the service system and often have several, complex legal, social, and financial issues. As part of the integrated programs, the Elder Abuse Advocate provides psychosocial support, risk management and safety planning, referrals, emotional support, and non-legal advocacy to clients and manages their own caseload, and participates in community engagement activities, including delivering education sessions. The Elder Abuse Advocate reports to the Partnerships Co-ordinator – Elder Abuse.

## Key Accountabilities

### Direct Service Provision

1. Provide trauma-informed, culturally safe, and client-centered care at key sites, as part of an integrated elder abuse practice model.
2. Undertake psychosocial assessment, risk assessment, safety planning and provide emotional support and non-legal advocacy for older people who have/are experiencing elder abuse.
3. Identify the psychosocial needs of the clients and refer to external services and resources, as required.
4. Address power issues in relation to elder abuse and support older people to make informed decisions.
5. Maintain a personal caseload.
6. Ensure compliance with professional, legal and ethical obligations.

### Stakeholder engagement, community Development & education

7. Engage in community events, partnership activities, and development and delivery of education sessions (face-to-face or online) when able to in light of client workload.
8. Develop education materials and resources.
9. Participate in external forums, networks, and committees as a representative of ECLC where required.

### Integrated Practice

10. Understand and abide by all professional obligations including under ECLC's [Integrated Practice Framework](#).
11. Work collaboratively with Community Lawyers and Financial Counsellors to deliver co-case management services as part of an integrated response practice model, including by actively engaging in client file review meetings and reflective practice with colleagues.
12. Participate in Integrated Practice meetings with all members of the Elder Abuse Programs when required.
13. Work closely with other Elder Abuse Advocates and other Advocates from other programs at ECLC.

### General

14. Participate in regular supervision with the Partnerships Co-ordinator – Elder Abuse.
15. Undertake training/professional development in consultation with the Partnerships Co-ordinator and Managing Lawyer – Elder Abuse.
16. Adhere to all ECLC policies and procedures.
17. Ensure relevant and appropriate records are kept and contribute to data and reporting as required under funding agreements.
18. Ensure an understanding of, and abide by, all professional obligations relating to legal professional privilege and maintaining client confidentiality within a multidisciplinary team.
19. Undertake other duties or responsibilities, as directed, within the scope of this role and consistent with skills, qualifications and experience as may be required from time to time.
20. Participate in regular external professional supervision.
21. Participate in regular reflective practice sessions.
22. Participate in organisational activities such as staff meetings, planning meetings and team development.
23. Utilising ICT-based devices, applications, software, and services to support productivity, effective communication and collaboration, and a digitally capable organisation.

## Key Capabilities

The Key Capabilities apply to all ECLC employees and describe the capabilities that are needed to meet our strategic goals.

Capability	Description
<b>Communicating with Others</b>	<p>Adopts a professional communication style that demonstrates audience understanding, using clear verbal, written and interpersonal skills in both positive and negative situations</p> <p>Negotiates confidently from an informed and credible position</p> <p>Actively listens to, considers, and acknowledges differing ideas and perspectives and contributes to group discussions</p>
<b>Working with Others</b>	<p>Creates and maintains positive, professional and respectful working relationships and is transparent in all interactions, treating people fairly and equitably</p> <p>Shares information and works co-operatively to solve challenges and build supportive, collaborative and responsive relationships</p> <p>Recognises and reflects upon the impact of own actions/behaviours on others and uses a range of individual or organisational options to resolve interpersonal or behavioural issues</p> <p>Focusses on group results &amp; celebrates teams' successes</p>
<b>Taking Action</b>	<p>Seeks out information from various sources and obtains relevant facts before making decisions or proposing solutions</p> <p>Demonstrates the ability to reach firm and clearly defined decisions, including consideration of broader context and risk, that are timely and objective</p> <p>Takes responsibility for own decision making within scope of authority and delegates, consults and informs appropriately</p> <p>Using a range of techniques, develops workable solutions to problems and challenges in collaboration with others</p> <p>Contributes to and participates in process improvement and new approaches/ideas</p>
<b>Coping with Pace, Challenges and Change</b>	<p>Explores the reasons for change and is open to new and different ideas, approaches and processes and supports others in understanding change</p> <p>Shows resilience and optimism, and remains calm despite barriers or difficult circumstances</p> <p>Responds appropriately to constructive criticism and conflict situations, learning from experiences and identifying areas of self-development</p> <p>Focuses on achieving objectives even under pressure and adopts appropriate strategies to balance work and life, maintain a reasonable workload and model this for others</p>
<b>Leadership</b>	<p>Motivates and empowers others, providing clear direction, development and coaching, and modelling behavioural standards</p> <p>Supports an organisational culture that reflects ECLC values and vision</p> <p>Values and encourages respect for diverse professional, cultural and personal experience, fostering multidisciplinary learning and practice, internally and with organisational partners.</p> <p>Builds and sustains high trust relationships, fostering openness in discussions and demonstrates good emotional intelligence and self-awareness</p>

## Key Relationships

Contact / Organisation	Purpose of Relationship
<b>Internal</b>	
Managing Lawyer - Elder Abuse	To ensure program oversight and alignment with programmatic and organisational strategic objectives
Partnerships Co-ordinator – Elder Abuse	Direct line manager Regular interaction in relation to the development and completion of key activities Regular feedback to support ongoing performance and development.
Elder Abuse Advocates, Community Lawyers, and Financial Counsellors	To work collaboratively with the other Elder Abuse Advocate/s, Financial Counsellor/s, and Community Lawyers to deliver services to older people at risk of or experiencing elder abuse
Intake & Administration Officer – Elder Abuse Response	To support and collaborate to facilitate a safe, effective pathway for older people to receive elder abuse assistance; to deliver information to community workers and concerned community members; and to ensure effective file and data management
Other ECLC staff	To establish and maintain strong relationships with colleagues throughout ECLC to facilitate collaboration, learning, and service improvements throughout the organisation.
<b>External</b>	
Service Providers	To establish and maintain strong relationships, ensure quality service delivery and build and maintain safe, effective referral pathways for community members
Relevant industry organisations	To establish and maintain relationships to facilitate positive outcomes for clients

## Key Selection Criteria

### Qualifications and specialist expertise

1. A relevant tertiary qualification in social work, health/social sciences, and/or extensive experience in the community/welfare sector.
2. A current Victorian drivers' licence (or eligibility).
3. Significant experience providing specialist family violence or elder abuse services or other extensive and relevant direct client service delivery.

### Essential Knowledge & Skills

4. Demonstrated understanding of best practice approaches and frameworks when working in elder abuse and demonstrated ability to deliver trauma-informed and client-centered services.
5. Demonstrated experience in completing psychosocial assessments, risk assessments, safety planning and referrals.
6. Demonstrated understanding of elder abuse.

7. Demonstrated ability to work within the constraints of, and comply with professional obligations within, a legal environment.
8. Demonstrated experience working collaboratively within a multi-disciplinary environment particularly in family violence/elder abuse.

## Desirable Knowledge and Skills

9. Familiarity with the elder abuse and family violence service system in Victoria.
10. Community language or experience working with people from Culturally and Linguistically Diverse (CALD) and/or Aboriginal and Torres Strait Islander backgrounds.
11. Experience working in or demonstrated knowledge of the justice system and family violence/elder abuse processes in a legal context.

## Personal Attributes

12. Enjoys working collaboratively within a team.
13. Comfortable working under pressure.
14. Discreet and professional.
15. Compassionate and empathetic.

## Additional Information

<b>Child Safety</b>	ECLC is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children at all times. As a 'child safe organisation', employment with ECLC is subject to a current Working with Children Check.
<b>Cultural competency</b>	ECLC strives to maintain a culturally competent and inclusive workplace. All staff are expected to undertake cultural competence training.
<b>Equal Opportunity</b>	ECLC is an equal opportunity employer. All staff have a responsibility to be familiar with and adhere to the organisation's policies and procedures.
<b>Flexible Working</b>	ECLC promotes flexible working in order to balance personal and work needs, including working from home and flexible work hours, where this is operationally possible. ECLC also operates a flexi-time system.
<b>Health, safety and wellbeing</b>	<p>ECLC is committed to ensuring the physical and psychological health and safety of all employees, volunteers and other people involved in our organisation activities. Our people are expected to comply with our Health and Safety policy and procedures.</p> <p>It is the employee's responsibility to:</p> <ul style="list-style-type: none"> <li>• Comply with instructions and take reasonable care to ensure their own health and safety, and that of others</li> <li>• Participate in the development of a healthy and safe workplace</li> <li>• Immediately report to their supervisor any perceived health and safety risk, and report any injury or illness immediately where practical, including completion of incident/injury forms</li> <li>• Not place others at risk by any act or omission</li> <li>• Use equipment safely and in a responsible manner</li> </ul>
<b>Pre-employment verification</b>	<p>Appointment may be subject to satisfactory completion of screening requirements including but not limited to:</p> <ul style="list-style-type: none"> <li>• A current Police Record Check</li> <li>• Verification of work right in Australia</li> <li>• Certified copies of qualifications</li> </ul>

# POSITION DESCRIPTION

<b>Self-referral</b>	It is ECLC policy that no staff member or volunteer shall, under any circumstances, refer work to themselves, their families or other members of their firms.
<b>Work environment</b>	Some travel may be necessary between office sites and to attend outreach locations and/or meetings. Generally, employees utilise their insured and roadworthy private vehicles with travel costs reimbursed. Occasional evening commitments.

## Acceptance

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that ECLC reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Name:		Signature:		Date:	
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