Job and Person Specification

Title of Role: Advocate/Guardian

Remuneration Level: AHP1

Business Unit: Office of the Public Advocate

Type of Appointment:

Division:

Position Number:

Job and Person Specification Approval

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DELEGATE

Primary Purpose

The primary purpose of the Advocate/Guardian is to act as a delegated guardian for protected people under the principles of the Guardian and Administration Act 1993 (the Act). Supported by senior staff, the role applies significant levels of initiative and judgement to ensure that decision making supports the genuine wishes, and proper care and protection, of protected persons under guardianship. These actions and decisions are to be in accordance with the Section 5 Principles of the Act.

Reporting Relationships

- Senior Advocate/Guardian

Key Relationships/Interactions

- OPA Customer Services Team
- South Australian Civil and Administrative Tribunal (SACAT)
- Other Government and Non-Government Agencies (including Advocacy Groups)
- Persons with a mental incapacity or impaired decision making capacity
- Families, carers and other interested parties
- Community Members

Key Challenges

- Working in a challenging environment that is diverse and dynamic in nature
- Managing and operating with competing priorities
- Applying statutory guardianship policy, and practice standards and protocols, in relation to vulnerable adults

Special Employment Conditions

- Some out of hours work and intra/interstate travel will be required
- Participation in after hours on-call roster (during day and overnight and/or weekend).
- Driver's license strongly preferred

AGD Conditions

- Participation in bi-annual performance review and development.
- Actively participate in all mandatory training requirements.
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code), relevant legislation and AGD policies and procedures; and
- Employment is dependent upon a National Police Certificate and Vulnerable person related clearance that the AGD finds satisfactory.
- Comply with relevant Covid-19 restrictions, policies and directions as may be applied from time to time
- An essential part of the Advocate/Guardian role involves visiting protected persons under guardianship in various health, aged care and community settings. To be eligible, applicants must be vaccinated against COVID-19, or have a medical exemption in accordance with ATAGI recommendations from obtaining an approved vaccination, in order to comply with current Emergency Management (COVID 19) Directions pertaining to the COVID-19 vaccination.

Flexible Working Arrangement Options

- Flexitime arrangements are available in this role.
- Part time working arrangements are available in this role.
- Job Sharing arrangements are available in this role.
- Compressed weeks arrangements are available in this role.
- Some work from home or telework arrangements are available in this role.

Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Advocate/Guardian is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement

Guardianship and Advocacy	• Maintain a case load of protected persons under directed supervision whilst applying sound judgement and initiative when making supported or substitute decisions for protected persons. • Work with protected persons, their families and close contacts to ensure effective safeguarding and decision-making practices. • Develop key relationships with stakeholders and other interested parties involved in the support and care of protected persons. • Retain clear and accurate case notes and client records to support high quality protection (relevant to s57 and s28 of the Act). • Undertake regular and timely home or site visits to protected persons in the community. • Constantly review decision-making requirements including service withdrawal where services are no longer required • Transfer clients to monitoring status once stabilised. • Support the regular review of cases when in monitoring status • Provide professional Duty, Intake & Enquiry Services • Prepare detailed and accurate materials for SACAT hearings including professional views and recommendations in relation to orders • Assist in undertaking investigations and providing professional reports and observations as may be directed by SACAT directions	• Principles of legislation reflected in practise, written reports and documentation • Case notes are up to date, clear and reflective of decision making principles • Decision making documents and reports are completed on time • Complex and situations considered high risk are raised in a timely, appropriate Senior Advocate/Guardian. • Timeframes met • Sound decisions made • Adhere to OPA policy and practise • Matters are referred to SACAT for revocation • Clients are transferred to Monitoring
Contribute to the efficient operation of OPA	• Provide professional views and support to business and strategic planning. • Regularly review of cases with a view to recommending revocation to SACAT or transfer to guardianship team response. • Contribute to project duties as required	• Correspondence and other documents are accurate and tailored to the appropriate audience. • Attend meetings • Compliance • Timeframes met. • Provide accurate and timely advice. • Comply with administrative and practise guidelines (i.e. case load reviews, risks assessment forms).

Contribute to Culture	• Actively participate and contribute to responsible and safe work practices. • Embrace diversity and cultural differences in the workplace.	• Work practices are safe and WHS legislation, policies and procedures are adhered; • Respectful behaviour observed when faced with diversity/differences in opinion.

Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role

Technical Expertise (Essential)	• A tertiary qualification in social work or related discipline. • Experience in working within conflict situations involving vulnerable persons, their family members, health professionals and service providers • Experience in working in complex and sensitive issues involving vulnerable adults • Experience in communicating clear views, principles and standards through written reports for a range of purposes • An ability to work within a public sector and human rights framework
Technical Expertise (Desirable)	• Professional skills and capacity to read, interpret and apply legislative principles and standards. • Knowledge of *the Guardianship and Administration Act 1993;* the *Advance Care Directives Act 2013*; the *Consent to Medical Treatment and Palliative Care Act 1995*; *the Mental Health Act 2009 & the South Australian Civil and Administrative Tribunal Act 2013*

Behavioural Capabilities

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department.

Descriptors below detail the behavioural capabilities required for performance in the Advocate/Guardian. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.

	Strategic Focus	**Results Orientation**	**Service Delivery Excellence**	**Relationship Management**	**Professional Approach and Drive**
Strategic	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
Tactical	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
Operational	Supports Strategic Direction	Achieves and Monitors Own Results	Supports Service Delivery Excellence	Fosters Working Relationships	Supports Personal Drive and Professionalism
Foundational	Understands the Strategic Direction	Achieves Individual Results	Contributes to Service Delivery Excellence	Maintains Working Relationships	Demonstrates Personal Drive and Professionalism

Element	Behaviours
Support Strategic Direction	• **Supports strategic direction and plans** • **Communicates plans in practical terms to others** • **Identifies and manages risk as appropriate and escalates** • Is sensitive to political drivers influencing priorities and decisions • Actively participates in business planning • Contributes to the drive for change and innovation • Adapts quickly to changing and emerging priorities
Achieves Team Results	• Provides clear direction on how to achieve outcomes • Develops plans with clear outcomes and supports others to achieve these • Is accountable for the delivery of quality, timely and cost effective results • Critically evaluates the problem in its entirety before identifying and implementing best possible solution • **Confidently makes decisions showing good judgement** • **Effectively prioritises and re-negotiates tasks as needed** • **Reviews performance and seeks opportunities to implement continuous improvement**
Supports Service Delivery Excellence	• Identifies and raises awareness of trends, potential problems and opportunities • Uses capability and expertise of the workgroup to achieve outcomes • Identifies and delivers high quality internal and external customer service • **Utilises available internal and external resources for optimal outcomes.** • **Contributes to a culture of financial responsibility, accountability and awareness** • Translates performance requirements into achievable outcomes. • Effectively manages their own performance, managing(or influencing) the wider team performance • Provides clear, honest and timely feedback to others including recognising high performance and addressing non-performance where relevant to their role.
Establish Relationships and Engages Others	• **Represents the agency and public sector effectively in public and government forums** • Effectively identifies, manages and resolves conflict • Maintains awareness of the political context and acts accordingly • Develops effective working relationships and internal and external networks • **Appropriately identifies and collaborates with relevant stakeholders** • Shares information and knowledge • Tailors approach and communication style to suit the situation and audience • Identifies opportunities to negotiate for improved outcomes • **Actively listens and communicates in a clear and concise manner**
Supports Personal Drive and Professionalism	• Promotes a culture of respect and high ethical standards • Supports diversity and uses this to enhance outcomes • **Maintains professionalism and confidentiality when dealing with sensitive issues** • Constructively expresses own views and respects the views of others • Is aware of risks and makes decisions accordingly • Remains positive and recovers quickly from setbacks • Adapts effectively to change • **Looks for opportunities to engage in development activities** • **Seeks feedback and reviews own performance** • Ensures a focus on wellbeing for self and others and raises concerns where necessary

Acknowledged by occupant			/ /
	---------- (Print name)	---------- (Signature)	-------
Acknowledged by line manager			/ /
	---------- (Print name)	---------- (Signature & title)	-------