

ACD Position Description

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| Position title: | Support Advisor |
| Grade: | SCHADS Award Level 6 |
| Status: | 12-month fixed term - Full time (negotiable 0.8 EFT) |
| Position reports to: | Support Manager |
| Location: | Surrey Hills, Melbourne (hybrid working from home model) |

About ACD

ACD is the leading advocacy service for children with disability and their families in Victoria. We are a not-for-profit organisation led by, and for, families of children with disability.

For more than 40 years we have been advocating to improve the lives of children with disability and their families. We focus on families raising children with any disability or developmental delay from birth to 18.

Our vision is an inclusive community where children with disability and their families thrive.

We work by:

- Empowering families
- Building inclusive practice
- Advocating to advance the rights of children with disability

Position Summary

Support Advisors provide information and support to build the knowledge, skills and confidence of families and professionals to advocate for children with disability.

Support Advisors predominately work with families and professionals over the phone, although face-to-face support is provided. Based on a need's assessment, Support Advisors may at times act on behalf of the child and family, advocating directly with the NDIA and schools.

ACD works with families and professionals across Victoria, supporting children with disability aged 0 to 18.

Key responsibilities

- Provide individual, timely and up-to-date information and advice to families and professionals, supporting them to advocate for children with disability.
- Advocate on behalf of children with disability and their families.
- Implement intake processes, triage, needs assessment and strengths-based approaches to empower families and professionals for the best outcome of the child.
- Meet client targets, maintain client records and collect evaluation data.
- Develop and review resources for families. Refer families to other ACD services such as information resources, workshops and peer support. Identify and raise issues related to systemic advocacy.
- Identify and action appropriate client referral pathways as necessary.
- Undertake outreach and networking activities to build awareness and engagement with the Support Line amongst professionals and families.
- Participate in team meetings, supervision and professional development as required.

Key Selection Criteria

1. Extensive professional experience in the social sector, working with families in an empowerment model to build their skills and capacity.
2. Up-to-date knowledge about: a) the rights of children with disability and available processes to raise and resolve issues, particularly relating to education and the NDIS and b) the disability and community sector and supports available for children with disability and their families.
3. Excellent communication, interpersonal skills and sound problem-solving skills. Ability to work with complex family situations. Experience in working with culturally diverse and indigenous families.
4. Strong IT skills, including maintaining a client database, time management skills and ability to work both independently and part of a team.
5. Tertiary qualification in disability, community development, social work or child and family services or other relevant qualification. Or extensive relevant professional experience.
6. Desirable - Lived experience as a person with disability or experience as a family member of a child with disability. People who identify as Aboriginal and Torres Strait Islanders or from a culturally diverse background are encouraged to apply.

General Requirements

- Behave in a way that is consistent with ACD being a child safe organisation. Where the rights of children are protected and promoted, and the culture of Aboriginal children and families is valued. Successful child safety screening and assessment, including Police Record Check, Working with Children Check and referee checks.
- Demonstrate a commitment to ACD's vision and mission.
- Comply with ACD Code of Conduct and policies and procedures.
- Other reasonable duties as requested.
- Right to work in Australia.
- Note: Our office is located on the first floor and has ramp and lift access. An accessible bathroom with hoist is available.

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| I have read the above Position Description and agree with the requirements of the position: |
| Signature: |
| Name: |