

POSITION DESCRIPTION
HEALTH AND DISABILITY ADVOCATE
NATIONAL ADVOCACY TRUST

Responsible to: The Team Manager

Primary Objectives

- Provides a free complaint resolution service. Assists consumers to express and try to resolve their concerns with the provider of the service.
- Promotes awareness of the rights of health and disability service of consumers by providing free education to consumers, those providing health and disability services, and community groups

Place of work: Advocates will be assigned a place of work as home, office, or community hub, depending on their role, work activities, and National Advocacy Trust requirements. Advocates must inform their Regional Manager of their preferred location of work, and the Regional Manager will review the request and approve it based on NAT's policies and the employee's role responsibilities.

Working Relationships

Advocates are responsible for maintaining effective, respectful relationships and communication with:

- Consumers, consumer groups, community organisations, cultural/ethnic groups
- Tangata Whenua
- Health and disability service providers and provider organisations,
- All staff employed by the National Advocacy Trust
- Advocates from other organisations

Key Accountabilities

To act in accordance with the relevant sections of the Health and Disability Act 1996, and any other Act of Parliament which is applicable in carrying out the role, the Advocacy Guidelines, the Trust's Policies and Procedures, and the Contract Operating Manual or other directives which are issued from time to time.

Management of enquiries

- Provides respectful, helpful appropriate information, options and responses to all enquiries
- All enquiries are dealt with promptly i.e. within 24 hours on usual working days
- The details of all enquiries are recorded accurately and in a timely manner on the Advocacy Database System (CRM)

Management of complaints

- Receives and closes complaints from consumers, third party complainants, and Health and Disability Commissioner
- Advises of consumer's Rights, role of advocacy, and options for resolving complaints
- Identifies appropriate opportunities for promoting self-advocacy and provide support to enable or assist consumers/complainants to take their own actions
- The details of all actions, agreements, communication and other relevant information relating to each complaint is recorded and updated in a timely manner on CRM
- Assists and facilitates resolution meetings by providing a safe and respectful environment, and maximizing all opportunities for a positive outcome
- Recognises potential safety issues and management of emotions to focus on the direct issues of the complaints
- Provides assistance and support for colleagues with the management of complaints

Management of education sessions

- Provide education sessions on the "Code of Health and Disability Services Consumers' Rights", HDC and the Nationwide Health and Disability Advocacy Service
- Provides standard or tailored education sessions to consumers and providers of health and disability services
- The details of all education sessions are recorded and updated in a timely manner on CRM
- Takes a proactive approach towards offering education in health and disability service areas where consumers are particularly vulnerable - e.g. mental health services, residential care service, rest homes

Management of network activities

- Establish network with all stakeholders within geographical region of responsibility
- Maintains regular contact with established networks including rest and disability home visits
- The details of all network activities are recorded and updated in a timely manner on CRM