

Health & Disability Advocate

Reports to: Service lead

Date: June 2026

No of Direct Reports: Nil

Location:

Position Summary

This role contributes to a responsive, mana-enhancing advocacy service that supports consumers to understand their rights, express their views, and seek fair, timely resolution of concerns. The Advocate works alongside people in a strengths-based and rights-focused way, helping them identify what matters most, understand their options, and choose the pathway that best supports their preferred outcome. The role also contributes to education, relationship-building, and visibility of the Advocacy Service across communities and service settings.

Success in this role is measured through timely and effective advocacy support, accurate and complete case recording, appropriate resolution pathways, constructive relationships with consumers and providers, and feedback that people feel heard, respected, informed, and better able to exercise their rights.

Te Tiriti o Waitangi

The National Advocacy Trust recognises Te Tiriti o Waitangi as the founding document for Aotearoa and our obligations as an employer who is committed to being a Te Tiriti partner.

We are dedicated to upholding the principles of Te Tiriti o Waitangi, fostering genuine partnerships with Māori communities, and actively working towards achieving equity and social justice for all.

We recognise and respect tino rangatiratanga - leadership by tangata whenua and the right to exercise self-determination.

Through our intentions and actions, we respect the values of:

Manaakitanga - acknowledgment of mana of others and demonstrating mutual respect and care.

Whakawhanaungatanga - collective wellbeing and relationships, connecting and relating to others.

Equity - championing a culture of fairness, inclusion, and access.

Innovation - growing a skilled, resilient, and values-driven workforce.

As part of our wider service commitment to Te Tiriti, you are willing to develop and build your own confidence and capability to contribute to the Trust's strategic intention and wider vision to be a treaty-responsive service.

Key Accountabilities

1. Provide a strengths-based advocacy experience

Provide a welcoming, respectful, and strengths-based response to consumers, whānau, and others seeking advocacy support. Listen carefully to what matters to each person, acknowledge their strengths and preferences, and support them to feel heard, informed, and confident about the next step.

Measurable indicators

Each June, you will work with your service lead to set enquiry management goals for the coming financial year). Advocacy support is provided in a timely, respectful, and person-centred way.

People report feeling listened to, respected, and clear about their options and next steps.

Communication reflects the Trust's values and uses inclusive, mana-enhancing language.

2. Support resolution including self-advocacy

Work alongside consumers and complainants to understand their concerns, explain their rights, clarify available options, and support them to pursue the pathway that best reflects their preferred outcome.

Promote self-advocacy wherever appropriate, while also providing direct advocacy support when needed to progress fair and timely resolution.

Measurable indicators

Each June, you will work with your service lead to set complaints goals (complaints manage for the coming financial year).

Consumers receive clear information about their rights, options, and the role of advocacy.

Support provided is proportionate, appropriate, and aligned with the person's goals and circumstances.

Resolution pathways are progressed in a timely way and reflect informed choice and self-determination.

3. Maintain accurate and timely records

Record essential information, actions, agreements, and case progress in the CRM in a timely, accurate, and respectful way to support continuity of service, sound decision-making, and accountability.

Measurable indicators

CRM records are complete, accurate, and entered within agreed timeframes.

Case notes support continuity, minimise duplication, and reflect key decisions and outcomes.

Documentation meets privacy, confidentiality, and professional practice standards.

4. Build collaborative relationships and community presence

Develop and maintain positive, collaborative relationships with consumers, whānau, providers, community groups, and internal colleagues to support accessible, connected, and responsive advocacy services.

Contribute to the visibility and understanding of the Advocacy Service across the communities and settings in which people receive care and support.

Measurable indicators

Each June, you will work with your service lead to agree community engagement goals for the coming financial year.

Working relationships are respectful, constructive, and support coordinated service delivery.

The Advocacy Service is represented professionally and consistently in community and provider settings.

Networks and engagement activities contribute to greater awareness of rights and advocacy support.

5. Deliver education and promote understanding of rights

Provide clear, accurate, and accessible education that helps consumers, whānau, providers, and communities understand the Code of Rights, the role of the Advocacy Service, and the support options available to them. Tailor education and engagement to suit the audience and identify opportunities to reach people who may face barriers to speaking up or accessing support.

Measurable indicators

Each June, you will work with your service lead to agree education goals for the coming financial year.

Education and information provided is accurate, consistent, and easy to understand.

Sessions and engagement activities are appropriate to audience needs and service priorities.

Feedback indicates increased awareness of rights and confidence in accessing advocacy support.

6. Contribute to team effectiveness and service improvement

Actively contribute to the success of the advocacy team by sharing knowledge, supporting colleagues, participating in team activities, and identifying opportunities to improve service quality, consistency, and responsiveness.

Measurable indicators

Participates consistently in team meetings, learning, and improvement activities.

Shares relevant knowledge and contributes positively to team problem-solving and peer support.

Supports agreed team goals and contributes to continuous service improvement.

7. Work in line with Trust policies, values, and practice standards

Carry out all responsibilities in line with relevant legislation, advocacy guidelines, Trust policies, professional boundaries, and the values of the National Advocacy Trust, including respect for self-determination, equity, innovation, manaakitanga, and whakawhanaungatanga.

Measurable indicators

Practice is consistent with organisational policies, procedures, and ethical expectations.

Confidentiality, privacy, and professional boundaries are maintained.

Work reflects the Trust's values in day-to-day interactions and decision-making.

Health and Safety

Ensures own safety and the safety of others.

Follows all NAT policies and best practice safe work procedures, practices, and instructions.

Immediately reports all work-related hazards, accidents, incidents, near misses, injuries, and illness as required.

Ensures work areas and activities are managed to reduce potential hazards.

The Trust takes a proactive approach to meeting its obligations and providing a safe and inclusive work environment.

Employees experience the Advocacy Service as being a good employer committed to their wellbeing.

Personal Development

Proactively seeks opportunities to enhance knowledge and capability through experiential and self-directed learning.

If required, and in agreement with their manager, attends relevant professional courses and programmes.

Supports professional growth, including contemporary knowledge of advocacy systems, rights-based practice, and community engagement, as agreed and documented with their manager.

General

Contributes flexibly to shared team responsibilities and service priorities, as needed, to support responsive and continuous service delivery.

Knowledge and Skills Required

Essential

Builds respectful, trusting relationships through empathy, self-awareness, and clear communication.

- Works in a strengths-based, rights-focused, and culturally responsive way.
- Delivers work to a high standard and follows through on agreed responsibilities.
- Plans and manages work well, with strong organisation and time management.
- Works confidently and independently, while seeking guidance when needed.
- Shows flexibility, sound judgement, and clear professional boundaries.
- Uses Microsoft Office, CRM, and digital systems competently.
- Takes ownership, works well across community and remote settings, and stays motivated.
- Acts with integrity and maintains confidentiality, honesty, and ethical practice.

Preferred

- Shows curiosity and a willingness to keep learning and improving practice.
- Manages competing priorities with resilience and good organisation.
- Is approachable, responsive, and easy for others to work with.
- Presents professionally and adapts well to different people and situations.
- Understands the needs of others and adjusts communication and behaviour to support them well.
- Has experience in advocacy, complaint resolution, facilitation, education, or community engagement.

Competencies

Assessment Assesses each enquiry or complaint carefully, understands the person's needs and strengths, and helps identify options that support their preferred outcome.

Planning and Implementation Plans and carries out work using agreed best practice and adapts support to meet the needs of different people and situations.

Ethical Practice Acts with integrity, transparency, and accountability, and works in line with organisational values and expectations.

Cultural Competency Works inclusively and respectfully with people from different backgrounds, and values the perspectives of consumers, colleagues, and communities.

Collaborative Works well with others, invites different perspectives, and supports shared decision-making and contribution.

Communication Communicates openly and clearly, shares information well, and helps create a respectful and supportive service environment.