



Advocate, part-time, fixed term for 12 months with the possibility of extension

We are seeking a skilled and passionate health advocate to join our individual advocacy team on a part-time (three days a week), fixed-term contract for 12 months.

It can be difficult for consumers and patients to navigate the Western Australian health system, or to give feedback if they are unhappy with any aspect of their healthcare experience. This role supports health consumers in having their voice heard within the WA health system, while assisting individuals to navigate the health system and assert their rights, and provides assistance through the complaints process when needed.

The role offers:

- The ability to make an impact in individuals' health journeys, and their experiences of the WA health system
- The opportunity to be a part of a workplace that is driven by championing consumer health rights
- A welcoming, inclusive and supportive workplace, where everyone is encouraged to bring all of themselves
- Externally facilitated team supervision
- A competitive not-for-profit annual base salary with salary packaging
- Flexible working arrangements including the opportunity to work from home
- Additional leave entitlements

About you:

- You're looking for a role where you can apply your skills in advocacy and health rights to work that you care about
- You're interested in the health system and care about people's experiences of it
- You're comfortable responding to people "where they are", including when people are expressing distress about their experiences.

Position Overview

This role sits within the individual advocacy team, and although the role functions quite independently, it is well supported by the Senior Advocates and the Advocacy Manager, as well as all other team members. In this role, most of the contact with consumers will be either on the telephone or through e-mail, however, attendance at appointments in the community with consumers is another important facet of this role.

A typical week might see you doing a range of tasks including:

- Contacting consumers from the advocacy waitlist or being the first point of contact with consumers seeking support
- Building advocacy plans with consumers within HCC's scope and referring consumers to external agencies for issues that fall outside of HCC's support
- Attending consumer appointments in hospitals, GP practices or at community mental health sites
- Liaising with hospital staff to advocate for consumers in relation to current health needs or retrospective complaints



- Writing letters of complaints addressed to health service providers, in conjunction with consumers
- Writing case notes within our Customer Relation Management system
- Attending team meetings and supervision

See the job description for a full outline of responsibilities for the role.

HCC strongly encourage applications from Aboriginal and Torres Strait Islander peoples, people with disability, people from diverse cultural and linguistic backgrounds and LGBTI+ people.

Selection criteria

Essential

1. Previous experiencing providing individual advocacy and an understanding of the value of individual advocacy for consumers experiencing issues within the health system and the levers available to achieve advocacy outcomes
2. Highly developed communication and interpersonal skills to be able to confidently advocate, negotiate, influence, mediate, de-escalate, and develop effective workplace relationships with consumers and other stakeholders
3. An understanding of the social determinants of health, systemic barriers and complex trauma when working with people experiencing vulnerability and disadvantage, and the ability to operate with a trauma informed lens
4. Ability to work autonomously with strong organisational skills to manage competing priorities simultaneously, in order to meet deadlines
5. Highly developed analysis and report writing and computer skills
6. Good working knowledge of the WA health system, community service organisations and referral pathways

Desirable

7. Tertiary qualification in social or behavioural science (e.g., social work, psychology, sociology), or previous advocacy experience or lived experience in navigating the health system
8. Understanding of the Mental Health Act 2014

To apply for the position

Send a cover letter of **no more than two pages** addressing the essential selection criteria, along with a current resume outlining your work experience, skills and any relevant education or training to Tara Roopra, our recruitment partner via email at recruitment@talenting.com.au clearly stating which role you're applying for. Applications that do not address the criteria may not be considered.

- The closing date for applications is **8am on Monday 1 July 2024**.

If you require any adjustments to submit your application or wish to have a confidential discussion about the role, please contact Sam Smith, Advocacy Manager on (08) 9221 3422 (Ext 1) or Tara Roopra, our recruitment partner via email at recruitment@talenting.com.au



HEALTH CONSUMERS'
COUNCIL

About us

Health Consumers' Council exists to provide a strong independent voice for people using the health system in WA and to promote and protect the rights of patients and health consumers at every level of decision making in health.

In 2024 we are marking 30 years of action and advocacy for the WA community. Over that time we have championed and supported thousands of people to assert their rights and have their say on health. There have been many successes, including the fact that consumer and community voices are now present in many spaces that they were not 30 years ago.

But there is much more to be done.

Right now, huge changes are taking place in all areas of health as well as disability and aged care. With so much change in health and social care we need strong, confident, connected consumers that feel supported to speak up for their rights at every level of health more than ever.

And so in 2024, our 30th anniversary year, we are renewing our commitment to ensuring a strong presence for consumers and community members in all decisions relating to the health of Western Australians.

Exciting times ahead! Help us continue to build and grow the consumer movement in health

To help us achieve our vision of improved health outcomes and experiences for everyone, driven by strong health consumer voices at every level of decision making in health, we are growing our small but mighty team.

By making changes to some existing roles and having secured some growth funding, we are excited to invite new people into our team.