

# Job and Person Specification

**Title of Role:** Advocate/Guardian

**Remuneration Level:** AHP2

**Business Unit:** Office of the Public Advocate

**Type of Appointment:** Ongoing

**Division:** Policy and Community

**Position Number:**

## Job and Person Specification Approval

..... 27/9/17

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). The Advocate/Guardian is to ensure that all decisions are made in accordance with section 5 principles within the Act, which guide the way in which decisions are made for protected people.

## Reporting Relationships

- Senior Advocate/Guardian

## Key Relationships/Interactions

- Public Advocate
- Assistant Public Advocate
- Office of the Public Advocate (OPA) Leadership Team
- Dispute Resolution Services Team
- OPA Advocate/Guardians
- Customer Service Team
- South Australian Civil and Administrative Tribunal (SACAT)
- Executive of the Attorney-General's Department
- Attorney-General's Department
- Other Government and on-Government Agencies (including Advocacy Groups)
- Community Members
- Person with a mental incapacity, their family and carers

## Key Challenges

- Managing competing priorities within own caseload and operational responsibilities in a dynamic and demanding work environment
- Assessing, prioritising, allocating and overseeing statutory guardianship practice
- Upholding the rights of vulnerable adults and making least restrictive interventions whilst also ensuring their proper care and protection

## 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 clearance that the AGD finds satisfactory.

### 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.
- 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
<b>Guardianship and Advocacy</b>	<ul style="list-style-type: none"> <li>• Decision making in accordance with the principles within the <i>Guardianship and Administration Act 1993</i></li> <li>• Consult with protected person, family and other interested parties and stakeholders to ensure clear understanding of the persons past and present wishes</li> <li>• Write timely and accurate case notes, reports including decision making documents, reports under section 57 and section 28 of the GAA Act</li> <li>• Attend SACAT hearings to provide opinion about the need for orders and appropriateness of appointing the Public Advocate as Guardian of last resort</li> <li>• Consult with Senior Advocate/Guardian where decision is assessed with a high level of risk</li> <li>• Undertake investigations as directed by SACAT</li> <li>• Consult with Senior Advocate/Guardian where decision is assessed with a high level of risk.</li> <li>• Monitor cases with a view to revocation when guardianship is no longer appropriate</li> <li>• Transfer clients to monitoring status when stabilised</li> <li>• Regularly review cases when in monitoring status</li> <li>• Undertake Investigations as directed by SACAT</li> </ul>	<ul style="list-style-type: none"> <li>• Principles of legislation reflected in practise, written reports and documentation</li> <li>• Case notes are up to date, clear and reflective of decision making principles</li> <li>• Decision making documents and reports are completed on time</li> <li>• Complex and situations considered high risk are raised in a timely, appropriate manner with Senior Advocate/Guardian.</li> <li>• Timeframes met</li> <li>• Sound decisions made</li> <li>• Adhere to OPA policy and practise</li> <li>• Matters are referred to SACAT for revocation</li> <li>• Clients are transferred to Monitoring</li> </ul>



<b>Contribute to the provision of Information and education</b>	<ul style="list-style-type: none"> <li>• Contribute to the provision of comprehensive, accurate and timely information and advice on the <i>Mental Health Act Guardianship &amp; Administration Act</i> and the <i>Consent to Medical Treatment and Palliative Care Act</i></li> <li>• Contribute to the development and delivery of information workshops relating to the roles and responsibilities of guardians</li> <li>• Promote family and community responsibility in responding to the needs of people with mental incapacity</li> <li>• Continue to the preparation and delivery of presentations and information resources for a diverse range of professionals and community members</li> </ul>	<ul style="list-style-type: none"> <li>• Timely and accurate information provided to internal and external stakeholders</li> <li>• Enquiries responded to within established time frames</li> <li>• Internal feedback</li> <li>• Information presentations prepared and delivered to diverse audiences</li> <li>• Stakeholder engagement and feedback</li> <li>• Internal review of information and presentations</li> </ul>
<b>Contribute to the efficient operation of OPA</b>	<ul style="list-style-type: none"> <li>• Participate in business and strategic planning through attendance at planning days and relevant meetings.</li> <li>• Regularly review of cases with a view to recommending revocation to SACAT or transfer to monitoring team.</li> <li>• Undertake project duties as required</li> </ul>	<ul style="list-style-type: none"> <li>• Correspondence and other documents are accurate and tailored to the appropriate audience.</li> <li>• Attend meetings</li> <li>• Compliance</li> <li>• Timeframes met.</li> <li>• Provide accurate and timely advice.</li> <li>• Comply with administrative and practise guidelines (i.e. case load reviews, risks assessment forms).</li> <li>•</li> </ul>
<b>Contribute to Culture</b>	<ul style="list-style-type: none"> <li>• Actively participate and contribute to responsible and safe work practices;</li> <li>• Embrace diversity and cultural differences in the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>• Work practices are safe and WHS legislation, policies and procedures are adhered;</li> <li>• Respectful behaviour observed when faced with diversity/differences in opinion.</li> </ul>

## Technical Expertise

### Qualifications, Skills, Knowledge and Experience relevant to the role

<b>Technical Expertise (Essential)</b>	<ul style="list-style-type: none"> <li>• A tertiary qualification in social work or related discipline.</li> <li>• Experience in working within conflict situations involving vulnerable persons, their family members, health professionals and service providers</li> <li>• Demonstrated experience in working in complex and sensitive issues involving vulnerable adults</li> <li>• Experience in preparing written reports for a range of purposes</li> <li>• Demonstrated ability to work in a human rights framework</li> </ul>
<b>Technical Expertise (Desirable)</b>	<ul style="list-style-type: none"> <li>• Knowledge of the <i>Guardianship and Administration Act 1993</i>; the <i>Advance Care Directives Act 2013</i>; the <i>Consent to Medical Treatment and Palliative Care Act 1995</i>; the <i>Mental Health Act 2009</i> &amp; the <i>South Australian Civil and Administrative Tribunal Act 2013</i></li> </ul>



## 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
<b>Strategic</b>	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
<b>Tactical</b>	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
<b>Operational</b>	Supports Strategic Direction	Achieves and Monitors Own Results	Supports Service Delivery Excellence	Fosters Working Relationships	Supports Personal Drive and Professionalism
<b>Foundational</b>	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	<ul style="list-style-type: none"> <li>• Supports strategic direction and plans</li> <li>• Communicates plans in practical terms to others</li> <li>• Identifies and manages risk as appropriate and escalates as necessary</li> <li>• Is sensitive to political drivers influencing priorities and decisions</li> <li>• <b>Actively participates in business planning</b></li> <li>• <b>Contributes to the drive for change and innovation</b></li> <li>• Adapts quickly to changing and emerging priorities</li> </ul>
Achieves Team Results	<ul style="list-style-type: none"> <li>• Provides clear direction on how to achieve outcomes</li> <li>• Develops plans with clear outcomes and supports others to achieve these</li> <li>• Is accountable for the delivery of quality, timely and cost effective results</li> <li>• <b>Critically evaluates the problem in its entirety before identifying and implementing best possible solution</b></li> <li>• <b>Confidently makes decisions showing good judgement</b></li> <li>• Effectively prioritises and re-negotiates tasks as needed</li> <li>• Reviews performance and seeks opportunities to implement continuous improvement</li> </ul>
Supports Service Delivery Excellence	<ul style="list-style-type: none"> <li>• Identifies and raises awareness of trends, potential problems and opportunities</li> <li>• Uses capability and expertise of the workgroup to achieve outcomes</li> <li>• <b>Identifies and delivers high quality internal and external customer service</b></li> <li>• Utilises available internal and external resources for optimal outcomes.</li> <li>• Contributes to a culture of financial responsibility, accountability and awareness</li> <li>• <b>Translates performance requirements into achievable outcomes.</b></li> <li>• Effectively manages their own performance, managing(or influencing) the wider team performance</li> <li>• Provides clear, honest and timely feedback to others including recognising high performance and addressing non-performance where relevant to their role.</li> </ul>
Establish Relationships and Engages Others	<ul style="list-style-type: none"> <li>• <b>Represents the agency and public sector effectively in public and government forums</b></li> <li>• Effectively identifies, manages and resolves conflict</li> <li>• Maintains awareness of the political context and acts accordingly</li> <li>• Develops effective working relationships and internal and external networks</li> <li>• <b>Appropriately identifies and collaborates with relevant stakeholders</b></li> <li>• Shares information and knowledge</li> <li>• Tailors approach and communication style to suit the situation and audience</li> <li>• Identifies opportunities to negotiate for improved outcomes</li> <li>• <b>Actively listens and communicates in a clear and concise manner</b></li> </ul>
Supports Personal Drive and Professionalism	<ul style="list-style-type: none"> <li>• <b>Promotes a culture of respect and high ethical standards</b></li> <li>• Supports diversity and uses this to enhance outcomes</li> <li>• Maintains professionalism and confidentiality when dealing with sensitive issues</li> <li>• <b>Constructively expresses own views and respects the views of others</b></li> <li>• Is aware of risks and makes decisions accordingly</li> <li>• Remains positive and recovers quickly from setbacks</li> <li>• <b>Adapts effectively to change</b></li> <li>• Looks for opportunities to engage in development activities</li> <li>• Seeks feedback and reviews own performance</li> <li>• Ensures a focus on wellbeing for self and others and raises concerns where necessary</li> </ul>

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