

Yuwaya Ngarra-li Community Advocacy Advisor

We're looking for a passionate advocate with an interest in supporting and enabling individual and systemic advocacy practice and problem solving in a small Aboriginal Community Controlled Organisation (ACCO).

The aim of this new role is to directly advise, coach, and mentor staff from the Dharriwaa Elders Group Community Troubleshooter team in a small Walgett ACCO in remote north-west NSW. The ACCO staff are supporting their clients, many of whom have unmet disability and complex needs, to resolve issues and problems they are facing and achieve better outcomes for them.

The priority areas in which the DEG are supporting clients, include energy poverty, housing and homelessness.

The right candidate for this role will have:

- A thorough understanding of complaints and appeal processes that are commonly used to solve consumer issues
- Capacity to coach and support staff in how to understand, navigate and use complaints and appeal processes in the relevant priority areas, or know where and how to find this out
- Experience in advising and supporting the development of client advocacy processes for the coordination of client matters from intake to closure
- Capacity to document systemic issues emerging from client advocacy and use CIVICRM or similar client management software
- Demonstrated skills in working collaboratively to develop goals and strategies to address systemic issues that emerge from community trouble-shooting efforts, and
- Proficiency in remote working and flexible working practices to support staff from outside of Walgett.

This is a flexible, part-time role employed directly by the Dharriwaa Elders Group in Walgett, supported by UNSW colleagues through its Yuwaya Ngarra-li partnership.

The right candidate for this role may already hold a similar position in another organisation so this opportunity could be suited as a complementary role. It may also suit someone who has availability of 2-3 days per week or is interested in working part-time across five days.

The successful candidate will be employed at a rate appropriate to their skills and experience under the Social, Community, Homecare and Disability Services Award.

Please submit a written Expression of Interest and a CV to petam@yuwayangarrali.org.au.