

Justice Advocate, JAS

Justice Advocacy Service

Position Description

Essential and Desirable
Knowledge, Skills and Experience

Justice Advocate

Level 5 Social, Community, Home Care and Disability Services Award 2010

<p>Purpose</p>	<p>Justice Advocates coordinate, support and debrief local volunteers and Police Station Support Workers to provide a quality support and advocacy service to people with cognitive impairment when they are involved in the criminal justice system as victims, witnesses, suspects and/or defendants.</p> <p>Justice Advocates also deliver support to people with cognitive impairment when a volunteer/police station support worker is unavailable or where a client's needs require a more intensive level of support due to the nature of the offence(s) and/or the complexity of the client's situation.</p> <p>Justice Advocates focus on the specific needs and rights of their clients and support clients to assert their rights, question decisions and actions which restrict their opportunities and to obtain fairness and equality in their criminal justice matter.</p>
<p>Reports to</p>	<p>Team Leader, Justice Advocacy Service</p>
<p>Direct Reports</p>	<ul style="list-style-type: none"> • Police Station Support Workers • Local Volunteers
<p>Hours</p>	<ul style="list-style-type: none"> • Contract position up to 37.5 hours per week • Fulltime hours of duty will generally be 9am to 5pm Monday to Friday • Some shift work, after hours and week end on-call work is required to support the efficient and quality delivery of the JAS after hours service to people with cognitive impairment in police custody
<p>Essential skills, knowledge, and experience</p>	<ul style="list-style-type: none"> • Demonstrated experience working with people with cognitive impairment or other socially disadvantaged group • Commitment to the principle that people with cognitive impairment will generally have capacity to make their own decisions • Demonstrated ability to advocate within the scope of the role to achieve the best outcomes at court for marginalised people • Ability to communicate complex ideas simply and clearly • Demonstrated competency using client databases and proficiency using the Microsoft Office suite of products including Word and SharePoint • Understanding of the systemic barriers impacting on the rights of victims of crime, suspects and defendants with cognitive impairment when involved in the criminal justice system • Proven ability to work independently and in a small team environment • Commitment to ensuring a culturally supportive and safe environment for all Aboriginal and Torres Strait Islander service users • Good understanding of work, health & safety responsibilities including self-care strategies • Working with Children clearance
<p>Desirable skills, knowledge, and/or experience</p>	<ul style="list-style-type: none"> • Qualification in disability, human services and/or relevant management qualification • Experience supporting and debriefing frontline volunteers • Experience working in and/or knowledge of the NSW the criminal justice system • Knowledge of the National Disability Insurance Scheme • Knowledge of the NSW Charter of Victims' rights

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<p>Internal stakeholders</p>	<ul style="list-style-type: none"> • IDRS Board • Executive Officer • Program Director, JAS • Regional Managers, JAS • JAS Education team • Volunteer Program Coordinator • IDRS employees • Justice Advocates • Diversion Coordinators • Police Station Support Workers • Volunteers
<p>External stakeholders</p>	<ul style="list-style-type: none"> • People with cognitive impairment • Disability and mainstream services • Aboriginal and Torres Strait Islander organisations • Community based organisations • Legal Aid NSW and private solicitors • Aboriginal Legal Service • NSW Police • Department of Communities & Justice including Victims Services, Courts, Corrective Services, Youth Justice
<p>Conditions of employment</p>	<ul style="list-style-type: none"> • Terms and conditions of employment will be based on the Social, Community, Home Care and Disability Services Award 2010 • IDRS provides above award personal/carer's leave entitlements • The NSW Public Health Order (COVID-19 Care Services) requires that persons providing disability services must be 'appropriately vaccinated'; evidence of vaccination will be required • A National Police Check will be conducted for recommended applicants
<p>Work environment</p>	<ul style="list-style-type: none"> • Travel across the area of responsibility will be required. Employees are assigned an office base as part of their contract of employment; in some circumstances approval may be given to an employee working partially from home • IDRS supports flexible work practices, wherever practicable • Accurate and timely data entry will be essential to enable service cohesion and reliability • Justice Advocates will be rostered to provide afterhours support to people with cognitive impairment in police custody i.e., a maximum of three shifts per month. Additional shifts may be accepted on a voluntary basis • Justice Advocates may be rostered on for one afternoon shift once per month; additional afternoon shifts may be accepted on a voluntary basis • Active participation in supervision activities is essential for both organisational and individual wellbeing • IDRS engages an Employee Assistant Program provider (AccessEAP) to assist employees with personal problems and/or work-related problems that may impact their job performance, health, mental and emotional well-being

Main duties and responsibilities

Key Result Areas	Main duties and responsibilities
Support people with cognitive impairment in their interactions with the criminal justice system	<ul style="list-style-type: none"> • Coordinate, support and debrief local volunteers and Police Station Support Workers to provide a quality support and advocacy service to people with cognitive impairment when they are involved in the criminal justice system as victims, witnesses, suspects and/or defendants • Deliver support to people with cognitive impairment when a volunteer/police station support worker is unavailable or where a client's needs require a more intensive level of support due to the nature of the offence(s) and/or the complexity of the client's situation • Support a client's understanding of any criminal outcome outcomes and/or conditions of court orders to prevent non-compliance • Comply with JAS operational guidelines, including service standards, when deciding how to best deliver JAS services to clients and to remain within the scope of the Justice Advocate role • Work with justice personnel to respectfully resolve any problems arising for any client throughout their criminal justice process • Support clients to exercise their rights and seek legal representation at any stage of the criminal justice process • Consider and respect how a client's culture, language, ethnicity, or religion impacts on their freedom to make decisions • Uphold the NSW Charter of Victims' Rights when supporting victims of crime
Volunteer recruitment, support, and management	<ul style="list-style-type: none"> • Participate in the recruitment of suitable local volunteers in line with the JAS volunteer engagement strategy. • Work with JAS Volunteer Program Coordinator to identify volunteer training needs and to support in the delivering of local volunteer training • Coordinate the work of volunteers to deliver supports to clients in an organised and equitable manner • Assign and fully brief volunteer support persons prior to delivering support to individuals at police stations, courts, legal appointments, and correctional centres • Provide regular debriefing opportunities to volunteers and police station support workers, including post support debriefs, to ensure volunteer/worker safety and the provision of high-quality support for people with cognitive impairment • Report any concerns relating to the welfare and or conduct of volunteers and police station support workers to the Team Leader as soon as practicable • Maintain volunteer engagement by arranging meetings and catch ups, both one one and in a team environment at least 3 times a year.
Advocacy	<ul style="list-style-type: none"> • Manage advocacy goals related to criminogenic needs for a case load of clients with active criminal justice matters • Work flexibly and compassionately within a strengths based and trauma informed manner with clients and colleagues • Provide information and support access to accessible information for JAS service users • Proactively assist clients to identify and link with services with the goal of improving the outcome of their criminal justice matter • Proactively advocate to resolve problems that arise in person's interactions with the criminal justice agencies • Promote and support improved interaction between justice agencies (police,

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	solicitors, and courts) and people with cognitive impairment at the individual level and raise systemic issues with team leader
Stakeholder engagement	<ul style="list-style-type: none"> • Actively promote JAS to all relevant agencies and individuals in the service delivery area • Coordinate the provision of a JAS presence at local court list days using a roster of JAS volunteers • Develop close collaborative working relationships with local criminal justice agency personnel to facilitate referrals to JAS and deliver the best outcomes for clients • Develop effective working relationships with disability and mainstream services in order to achieve access for JAS clients where required • Work proactively to develop respectful, consultative partnerships with Aboriginal and Torres Strait Islander communities and CALD communities • With the agreement of the person, liaise collaboratively with their family, friends and/or close supporters for the purpose of improving outcomes at court
Administration, Reporting and Evaluation	<ul style="list-style-type: none"> • Uphold and demonstrate the values of the Intellectual Disability Rights Service • Maintain accurate and detailed client records on the JAS client database in accordance with operational guidelines and service standards • Actively contribute to service evaluation activities as required • Comply with all JAS policies and procedures and other reasonable directions • Respond to urgent requests for supports, when practicable • Maintain accurate daily time and attendance records • Maintain client confidentiality at all times • Apply conflict of interest guidelines • Maintain organisational equipment in line with organisational policies

Job Description Acknowledgement

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my location or program without it being specifically included in the job description.

If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the JAS management team. I further understand that that work performance issues may impact payment of annual pay increments within the SCHADS level of this position.

I have discussed any questions I may have had about this job description prior to signing this form.

Employee's signature & date

Employee's Full Name (please print)
