



Regional Advocate and Safeguarding Supporter

Introduction to the Role

The Personal Advocacy and Safeguarding Adults Trust (PASAT) was established in 1967, originally as the trusteeship scheme of IHC. It was set up to provide “parental care or oversight” of persons with an intellectual disability on the death of both of their parents. It was designed to offer comfort to parents that on their death, someone would provide advocacy, guidance and support in their stead. Today the mission of PASAT reflects that history by offering parents “an opportunity to invest in peace of mind for the future”. PASAT currently has over 300 members throughout the country enrolled in our membership scheme that we meet with regularly as a proactive means to ensure they are living their best lives.

In 2019 the PASAT broadened its work with a particular focus on supporting all Adults at Risk, by introducing a Coordinated Interagency Safeguarding Adults Response to concerns of harm, abuse or neglect. Today, PASAT is funded to coordinate multi-agency responses and provide intensive safeguarding services for Disabled Adults through the DSS funded Disability Abuse Prevention and Response (DAPAR) Contract.

PASAT provides Supported Decision Making and Independent Advocacy for disabled adults and tāngata whaikaha Māori who are at risk of abuse or neglect or are adults with a need to build capability and decision-making skills in their life. PASAT also works with survivors of abuse in state care to ensure they understand the process of working with Survivor Experience Services and have access to wellbeing support.

Support for Decision Making (SDM) is recognised under the United Nations Convention on the Rights of Persons with Disabilities as a human right. New Zealand has ratified this convention and is seeking to implement and realise this commitment.

Support for decision making or personal advocacy can be utilised as:

- A safeguard against abuse or neglect in response to a situation of concern for an adult at risk. This could be delivered as part of an overall multi-agency response that is taking place.
- To understand what a safe life, and a good life means to someone.
- To assist understanding of documentation and formal processes involved with dealing with funding organisations, crown entities, and redress applications.
- Support with decisions a person needs to make where there is a lack of clarity on their will and preference.
- A means to build decision making capability with the decision maker and expand on the capability of a person’s network of supporters for decision making.
- An independent method of clarification to identify a person’s will and preference when others around them have a potential conflict of interest, or are not able to obtain a consensus on the person’s will and preference.

- Support to resolve a specific short-term issue, crisis, or concern
- Promote Welfare and ensure rights are upheld

Support for Decision Making and Independent Advocacy are considered important safeguards against abuse and neglect.

Job Title: Regional Advocate and Safeguarding Supporter

Duties

Provide Advocacy for PASAT Lifetime Members:

1. Maintains an active interest in overseeing that the Trust member is enjoying a good quality of life.
 - 1.1. Is aware of the member's residential, occupational and leisure activities, along with their financial situation if appropriate, to ensure the member is satisfied with their programmes and support.
 - 1.2. Visit all Full Support members regularly in their homes and other suitable locations as necessary:
 - 1.2.1. Complete two visits annually for members that live over 150km away. Complete virtual visits and support regularly throughout the year.
 - 1.2.2. Complete three or four visits annually for members that live between 15 and 150km away. Supplement with virtual visits and support as required throughout the year.
 - 1.2.3. Complete four or more visits annually for members that live under 15km away. Supplement with virtual visits and support as required throughout the year.
 - 1.2.4. These visits will be determined according to the member's Advocacy plan and crises as they may arise. These visits should be well planned in advance to ensure the inclusion of other people key to the welfare of the member where possible.
 - 1.3. Visit Pre-Support members and their families once annually (in the year of enrolment additional contact will be required).
 - 1.4. Attend annual service provider lifestyle planning meetings with the member or the equivalent as appropriate.
 - 1.5. Be accessible and reasonably available to members and their key supporters within the Region should there be any crises or concern
 - 1.6. Ensure that the member is satisfied with their access to and use of their own money.
 - 1.7. Communicate their appointment, role and purpose and contact information to others within the member's life so that they may contact the Advocate as appropriate.
 - 1.8. Report on visits and advocacy support to siblings / parents as appropriate.
2. Advocates with the member to ensure their rights are being upheld and their welfare promoted.
 - 2.1. Be alert to and respond to any problems or issues raised by the member or key supporters that adversely affect the member and as necessary, advocate for the member.
 - 2.2. Support the member to learn ways of dealing with the situation him/herself, and self-advocacy.
 - 2.3. Request additional allocation of support hours as needed for crises.
3. Members are supported to be as independent as possible and encouraged to self-advocate
 - 3.1. Ensures that members understand their rights and exercise control over their lives

Delivery of Support for Decision Making (SDM), Intensive Safeguarding, or Survivor Support:

4. Receive and respond to referrals:
 - 4.1. Receive referrals for Adults at Risk through the DAPAR contract, or for Survivors of abuse in State Care through the Survivor Experience Service contract.
 - 4.2. Respond to phone contact within one working day and email correspondence within two working days
 - 4.3. Provide information in the format the person needs, and when additional support is required connect to people who can help
 - 4.4. Provide a service that is respectful, culturally responsive and recognises the diverse needs of either the Survivor, or Adult at Risk and their whanau.
 - 4.5. Strictly adhere to confidentiality and privacy obligations
 - 4.6. Be aware of trends and patterns occurring across inquiries / referrals
 - 4.7. Seek advice from your team leader, appropriate manager or the multi-agency team as required.
5. Visits and establishes a relationship with and an active interest in the disabled person's life to understand their Will and Preferences:
 - 5.1. Learns and understands the disabled person's mode of communication, including the use of assistive/augmented communication or talking mats where required.
 - 5.2. Is aware of the disabled person's residential, occupational and leisure activities, along with their financial situation.
 - 5.3. Is aware of and understands the family, whanau and friend situation of the disabled person
 - 5.4. Understands the Will and Preferences, including future goals and aspirations of the disabled person
 - 5.5. Takes measures to check understanding of Will and Preference and communication methods used
 - 5.6. Is accessible and reasonably available to disabled people and their key supporters
6. Co-ordinate with and Identify Other Supporters:
 - 6.1. Assist disabled person to scope and identify other supporters for decision making they have a relationship with and trust
 - 6.2. Participate in a multi-agency response to safeguard the disabled person who may be an adult at risk from abuse or neglect
 - 6.3. Work collaboratively with other agencies as part of a multi-agency response to safeguard an adult at risk
 - 6.4. Identify and work to place additional supporters for decision making as required
 - 6.5. Provide coaching on SDM principles and approaches to other supporters
 - 6.6. Coordinate and facilitate SDM meetings regarding specific decisions as required.
7. Assist disabled people to scope their decision-making confidence and ability, and map their decision-making support requirements (the People First Resource "How I Make my Decisions" is a useful guide)
 - 7.1. Assist to develop decision making skills and experience
 - 7.2. Provide information and support for decisions making as required
 - 7.3. Assist to communicate and implement decisions that have been made as required.

8. Ensure Survivors of Abuse in State Care are supported throughout their engagement with Survivor Experience Services (SES):
 - 8.1. Ensure any material provided about private sessions is understood by the survivor
 - 8.2. The survivor has support to attend the private session if requested
 - 8.3. Access to historical care/support or education records is supported, and support given to understand the records if needed or required
 - 8.4. Follow on referral to any wellbeing support required is facilitated
 - 8.5. Support to lodge any Redress Applications as required
 - 8.6. All support is delivered within the allocated hours provided by SES.
9. Ensure the disabled person's rights are being upheld, they understand their rights, their welfare is promoted, and they are able to exercise control over their own lives.
 - 9.1. Act independently of all other parties to advocate with and for the person
 - 9.2. Investigate the concerns that prompted the referral:
 - 9.3. Become aware of the person's broader situation and circumstances, including their family, residential, occupational and leisure activities, along with their financial situation and access to money. Consider any additional advocacy needs within this broader context.
 - 9.4. Work collaboratively with other supporters and agencies, and hold them accountable for service obligations
 - 9.5. Work to resolve the advocacy concerns and improve wellbeing
 - 9.6. Escalate any new safeguarding concerns as required.

Coordinate a multi-agency response to Safeguarding Concerns as required:

10. Ensure that the Adult at Risk remains in control of the decision making to achieve the outcomes they want
11. Convene and facilitate the Safeguarding Adults Response Group (SARG) meetings with appropriate agencies and individuals
 - 11.1. Identify who is responsible for each action and hold partners to account
 - 11.2. Be alert to and respond to additional needs and concerns as they arise
 - 11.3. Provide a single point of proactive and regular contact for all partner organisations
 - 11.4. Develop good working relationships with all partner organisations, practitioners and professionals to ensure appropriate and timely transfer of referrals of concern
12. Where appropriate, collect feedback from Adults at Risk, whanau and agencies about the SAFA response

Additional Responsibilities:

13. Work within the principles of Te Tiriti O Waitangi, UNCPRD, Safeguarding Framework, and Enabling Good Lives principles.
14. Liaise regularly with the PASAT Team Leader
 - 14.1.1. Engage in regular coaching
 - 14.1.2. Escalate referral concerns or issues as required
15. Undertake regular professional external supervision
16. Follow PASAT health and safety processes and take responsibility for own health and safety.
 - 16.1. Report any incidents or concerns relating to own safety or safety of others.
17. Comply with PASAT policies and procedures, and external contracts held.
18. Avoid any actions that may bring the organisation in to disrepute

19. Record and report on all interactions (visits, calls and emails) in PASAT database system as soon as practicable, and no later than three days of the conclusion of the pay cycle

Relationships

Reports to	• General Manager • Team Leader
Works with	• Local Need Assessment Service and Coordination Team • Enabling Good Lives Team • PASAT Advocates • Safeguarding Coordinators • Survivor Experience Services
Works alongside	• Multi-Agency Safeguarding Response Group • PASAT Administrator • Disabled people • Adults at risk of abuse and neglect • Survivors of Abuse in state care • Whanau, Supporters, and networks of people we work with • Managers and staff of support service providers • Community groups or organisation such as People First, WINZ etc • PASAT Team Administrators • Government organisations such Police, DHBs, MOH, MSD, WINZ • Community groups or organisations such as Family Violence and Sexual Violence agencies, Maori and Pacific Island Health providers, People First, Service Providers, Needs Assessment and coordination agencies, (NASC's),

Salary

The position is permanent and may involve work outside of normal business hours. Travel within the wider geographical region will be required.

The PASAT will offer fair remuneration and conditions of employment within the resources available and detailed in the Employment Contract.

Wages are paid at an hourly rate, with a pay band between \$33 and \$38 an hour. Wages will be paid fortnightly by direct credit payment to a bank account nominated by the Regional Advocate and Safeguarding Supporter upon timely receipt of the approved timesheets and reports (completed electronically and submitted on-line).



Person Specifications: Regional Advocate and Safeguarding Supporter

1. Experience and Qualifications

A background in and understanding of:

- working with people with a learning disability, who are neurodiverse or have a cognitive impairment is a must
- experience working in the Family Violence Sector or with survivors of abuse is beneficial
- working in the community or social work in a multi-disciplinary setting is beneficial

2. Knowledge and Understanding Base

Can demonstrate an understanding of:

- United Nations Convention on the Rights of Persons with Disabilities (UNCPRD), and international Human Rights framework
- Te Aorerekura – The National Strategy for the Elimination of Family Violence and Sexual Violence
- Crimes Amendment Act 2011 as it pertains to Adults at Risk
- New Zealand Disability Strategy
- Enabling Good Lives – Principles
- Te Tiriti o Waitangi and its implications for Adults at Risk
- Crimes Amendment Act 2011 as it pertains to Vulnerable Adults
- PPPR Act and other legislation as they pertain to mental capacity
- Demonstrates an understanding of the national and international legal and research and political context of the human rights of people with intellectual disability
- Understanding of the social context and services impacting on the welfare of Adults at Risk
- Understanding of the nature and dynamics of family violence and its effects on Adults at Risk

3. Qualities Sought

Personal qualities

- Respect for disabled people's dignity and diverse values.
- Respects all cultures and beliefs
- Independence and neutrality
- Approachable manner and disposition
- High personal integrity and organisation to independently manage work load
- Good listener and open to different ideas and actions

- Demonstrates Person Centred practises.
- Demonstrates an understanding of the national and international legal and research and political context of the human rights of disabled people
- Has a commitment to continuous professional development.
- Competent with use of communication technologies, electronic reporting, and is computer literate.
- Problem solving abilities and initiative
- Excellent communication – oral and written
- Able to discern and respond to signs and indicators of distress, abuse and neglect
- Has strong facilitation skills, including chairing complex meetings
- Developed personal and interpersonal skills and able to engage with a wide range of people and community agencies
- Keen awareness of advocacy in the disability sector, and networking skills with other supporting organisations
- Competent with use of communication technologies, electronic reporting, and is computer literate.
- Communication – oral and written, including report writing
- Able to work collaboratively and also be self-directed / flexible
- Excellent organisational and time management skill and the ability to work under pressure