

Position description

Title of the role:	Aged Care Navigator
Classification:	SCHADS Award Schedule B Level 4
Program Area:	Carer Gateway Services
Location:	Darling Downs or West Moreton or South West
Reports to:	Coordinator Community Development & Individual Peer Support
Last Revised:	February 2024

About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

Our Values

Honesty:

- We are open and sincere in all interactions
- We show compassion and consideration to all our stakeholders
- We take responsibility for our actions

Acceptance:

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

Participation:



We promote participation and transform lives and communities
We value the expertise and contribution of everyone we work with
We build knowledge and lead conversations

Our approach to service delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

Position Summary

The Department of Health and Aged Care (DOH) has funded the implementation of the Aged Care Navigator Program (ACNP) through Carer Gateway to support Older Carers/family Carers of frail aged people to navigate the My Aged Care system.



The DOH have funded Wellways Carer Gateway Service to deliver the ACNP in Queensland and South Western Sydney, Nepean Blue Mountains.

The Aged Care Navigator position is 12-month role (with possibility of extension) within the Carer Gateway Services program. Carer Gateway Services were implemented in 2020 in the context of national reforms and represents an exciting era for the delivery of innovative Carer services through funded service providers.

Carer Gateway Services consist of 6 unique service types:

1. Carer Support Planning: Intake, needs assessment and service planning
2. Facilitated Coaching
3. In-person peer support
4. In-person counselling
5. Tailored support packages
6. Emergency respite care

This role is responsible for supporting Older Carers and Carers supporting frail aged people, including hard-to reach populations, such as Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse (CALD) communities, to better understand and access the My Aged Care system in Queensland, Southwestern Sydney and Nepean Blue Mountains.

The objective of the role is to ensure that Carers have access to the information and support they require to successfully engage with My Aged Care system. The role will also work in collaboration with the My Aged Care Assessment teams and contact centre staff to ensure Carer outcomes are met.

Reporting to the Coordinator Community Engagement and Volunteering (or regional equivalent) the role will work under limited direction and be responsible for:

- Identify and develop outreach strategies to find and connect with carers
- Providing outreach supports to carers identified as having the greatest needs, with a priority in engaging Older Carers and Carers for frail aged people and support them to access My Aged Care
- Ensure participants are linked with a range of community-based services including social, health, education, community and cultural groups
- Ensure participants are linked with My Aged Care and Aged Care service provision options, including Aged Care Advocates Program (PHN funded)
- Support participants with a high level of customer service ensuring they are listened to with patience and non-judgement
- Ensuring the service approach incorporates the following service principles: person centred, strength based and culturally appropriate
- Creating an environment which participants will find welcoming, real and inclusive
- Support and coordinate events for target groups to increase awareness of My Aged Care

Refer to Attachment 1 for a reference to the overall Wellways organisation structure and for the relationship lines in context of the role

Refer to **Attachment 1** for a reference to the overall Wellways organisation structure.

Responsibilities

Key Functions	Key Performance Indicators
Aged Care Navigation	• Link program participants to My Aged Care to help register Carers for assessment and planning of Aged Care supports in their own right • Link Carers who have not met the eligibility criteria for My Aged Care, to community mainstream supports, and/or refer them to Carer Gateway Planning for support linkages to the community and mainstream supports regarding their caring role • Work closely with the My Aged Care system/assessment workforce in identified locations to support our Partners to build their links with hard-to-reach communities and to build their capability to more effectively engage with Carers across the identified cohorts • Assist program participants' handover to Aged Care Services by building a positive relationship with My Aged Care and its workforce • Support local Aged Care Assessors and services to understand the needs and circumstances of Carers • Work together with My Aged Care to develop trust and rapport with the program participants • Support Carers to understand the processes required to set goals, to understand their Plans, ensure the Plan is appropriate and link positively with My Aged Care, service providers and Aged Care Advocates as required. • Support Carers during their My Aged Care planning and review meetings (if required) • Support Carers to connect with Aged Care Quality and Safety Commission and/or Serious Incident Reporting processes (if required) • Assist Carers with submitting a request for a Plan review (if they don't have a service provider Coordinator) • Provide advice to My Aged Care and other stakeholders regarding Carer's barriers to accessing Aged Care services, barriers to

	implementing and utilising the Plans and strategies to overcome barriers
Quality Drive and support the overall effectiveness of Wellways Carer Gateway Services ensuring that services reflect Wellways values, best evidence-based practice, demonstrate innovation, are evaluated and are accountable to funding bodies	• Comply with the National Standards for Aged Care Services • Ensure the service approach incorporates the following service principles: Carer Focussed, Practical and Flexible, Inclusive • Ensure all assessments and documentation is provided to relevant service delivery teams in a timely manner • Ensure appropriate Carer Gateway documentation is maintained in Wellways client management system as required to meet statutory requirements including statistical data for reporting purposes • Maintain strict client confidentiality while reinforcing the client's rights and responsibilities • Adhere to protocols and agreements between Wellways, consortium partners and relevant service providers
Stakeholder and Community Engagement	• Establishing and maintaining relationships with My Aged Care, Assessment workforces, local service providers and community organisations • Where Carer's needs are best met through other agencies, advocate with those agencies to access assistance for participants. • Participate in local networks to promote the Aged Care Navigator Program, referral pathways and support strategies for building sector capacity around Carers • Identify Carer's needs and refer them to the appropriate source • Engage Carers including hard-to reach populations, such as Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse (CALD) communities to ensure access barriers experienced by Carers to services are acknowledged and supported
Risk Management, Complaints and Feedback	• Report on emerging Critical Risks directly to the Coordinator Community Engagement and Volunteering and ensure these risks are resolved as soon as reasonably practicable and in accordance with any directions issued by the Department of Health/ Department of Social Services • Take any steps which are reasonably required by the DOH/DSS in relation to the management of any complaint, in accordance with the Aged Care Complaints and Feedback Policy, in relation to the Services. DOH will assist in coordinating complaints from older

	people and their families and carers as per processes outlined by the Aged Care Quality and Safety Commission. • Comply with Wellways' Compliments, Complaints and Feedback Policy
Reporting	• Provide quarterly reporting to Community Engagement Coordinator and Volunteering that specifies performance and evaluation for the relevant quarter and to date. The report must include information detailing whether the Deliverables have been provided and the Performance Indicators have been achieved. This reporting will also inform the DSS Activity Work Plan/review reports that are submitted six-monthly via Service Managers. • Utilising Carelink, Tableau and manual reporting to monitor performance against KPIs and inform monthly Community of Practice discussions regarding challenges experienced by workers and best practice while working with older people

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Tertiary qualifications in a related field (e.g. social work, human services, aged care, community services or health) and/or demonstrated relevant experience. • Current valid Driver's License • Appropriate IT skills • Evidence of working rights within Australia (birth cert/passport/visa) • National Police Check • Blue Card and NDIS Worker Screening Check/Yellow Card QLD • NDIS Worker Orientation Module Certificate – free online course
Technical Knowledge and Experience	Required: • Demonstrate experience working with frail aged people or a sound understanding of people with disability and Carers • Demonstrate understanding of the Aged Care framework, policies and procedures • Demonstrate ability to apply a person-centred approach to support Carers to achieve their goals • Demonstrate high-level understanding of My Aged Care systems and processes and experience in supporting individuals, families, carers to access My Aged Care • Demonstrate experience in assisting individuals, families, carers to develop support plans • Experience in coordinating responsive individualised support to individuals, families and Carers • Demonstrate skill in establishing empowering and supportive partnerships with organisations, partners, individuals, families and Carers • Demonstrate ability to assist individuals, families and Carers to gain the skills, confidence and expertise required to plan for their future • Demonstrate knowledge of community services, organisations and supports available for people who are no eligible for Aged Care services • Demonstrate knowledge supporting participants during planning and review meetings Desirable: • Lived Experience related to the Aged Care journey and/or being a family Carer • Strong focus on excellent customer service • Data entry and record keeping • Communication skills (written and verbal) • An understanding and demonstrated commitment to social inclusion and diversity

Skills	Communication - Partnership, participation and negotiation - An ability to liaise, consult and negotiate effectively including an ability to encourage participation and develop effective partnerships with stakeholders. Proven ability and experience in representing organisations. - Effective communication skills, verbal and written, including the ability to develop reports, public speaking and conference presentations
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Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

People – Number of Directs: 0

Travel Percentage: As required

On Call: n/a

Attachment 1

