



Position Description
Ageing Well Coordinator

Position Description: **Ageing Well Coordinator**

General Details	
Title: Ageing Well Coordinator	Classification: Level 4.1, part time 0.6-0.8 FTE, contract to 30 June 2022
Reports to: Community Programs Manager	Industrial: Social Community, Home care and Disability Services Industry Award
Projects: Let's Talk Aged Care, Maximising My Independence, COTA Visitors (Community Visitors Scheme), Social Connections, Aged Care Systems Navigator Trial	Extent of Authority: Works under general direction and liaises with the public, COTA SA customers, COTA SA staff and volunteers, and other community service organisations

Role Purpose

The Ageing Well Coordinator is a pivotal role in COTA SA's work as a trusted source of ageing well information and support for older South Australians, ensuring that the principles of wellness and reablement are at the heart of assisting older people to live their best lives. The Ageing Well Coordinator is the first point of contact for older South Australians looking for information, advice and help in connecting to appropriate community and aged care supports and services, assisting customers by phone, email and face to face. Working with the Community Programs Manager and staff, this role works across COTA SA's multiple program areas to ensure that customers are supported to engage with the most appropriate programs and services for them, making referrals and facilitating connections to programs delivered by COTA SA and other organisations including through My Aged Care and the Commonwealth Home Support Programme (CHSP). The Ageing Well Coordinator maintains a high level of knowledge in relation to contemporary services in aged care, social connection, wellness and reablement, and is responsible for sharing updated, quality information through COTA SA's staff, volunteers and Communications channels. The Ageing Well Specialist will also keep accurate customer records using COTA SA's CRM and assist with volunteer recruitment and COTA Visitors relationship development.

Function	Key Responsibilities
Provide high quality Community and Aged Care Information service to COTA SA's customers	<p>Assist older people via telephone, email, video call or in person by listening to their needs and providing quality information, advice and support to engage with appropriate aged care and community services and supports in particular relating to living independently and remaining socially connected.</p> <p>Research, collate and provide current and reliable information and support about community services and supports for older people.</p> <p>Champion COTA SA programs and services with older people and their representatives.</p> <p>Provide information and referral for older people and their representatives to connect and activate with COTA SA programs including and in particular;</p> <ul style="list-style-type: none"> • Aged Care Navigator Specialist Support Worker • COTA Visitors (both to register as a volunteer, or as a client) • COTA Social Connections • programs available in country areas <p>and other external services and supports, whilst embedding wellness and reablement principles and empowering older people to make their own informed choices.</p> <p>Work with and support COTA SA Aged Care Navigator Specialist Support Worker to provide accurate information and support to older people to understand, engage with and access the aged care system including My Aged Care, the assessment process, accessing services (in particular CHSP), and managing issues and changing needs, and refer complex cases to the Aged Care Navigator Specialist Support Worker.</p>

	<p>Collaborate with Communications and Corporate Services staff to provide and maintain current quality information for older South Australians on COTA SA website, at reception and switchboard, at community events and through other outreach activities.</p> <p>Demonstrate inclusivity and provide access to information for all older people, ensuring that the principles of wellness, reablement and 'doing with, not for' are at the forefront of interactions.</p>
Provide an exceptional customer experience	<p>Provide immediate and helpful solutions to customers first time, however they choose to contact COTA SA.</p> <p>Monitor and maintain a high level of customer satisfaction to retain customers, attract new customers and maintain brand trust and organisational efficiency.</p> <p>Ensure reception staff and volunteers are kept updated with current information in order to respond positively to inbound enquiries about community services and aged care supports for older people.</p>
Complement COTA SA Community Programs and Communications	<p>As directed by the Manager Community Programs, contribute to, and assist with the effective delivery of COTA SA's related social connection programs, including COTA Visitors. This includes:</p> <ul style="list-style-type: none"> - Assisting with identifying and liaising with COTA Visitors clients and their family, carer or aged care representatives. - Assisting with recruitment of volunteers, from responding to expressions of interest, to onboarding and commencement. - Assisting with matching, establishing, and monitoring visiting relationships in the COTA Visitors program. - Liaising with Community Programs volunteers as required
Administration and records management	<p>Maintain accurate records of customers and interactions using COTA SA's CRM.</p> <p>Keep accurate and confidential records of interactions, referrals and outcomes. Provide relevant referral information to colleagues and other agencies.</p> <p>Collate data and report to management as required.</p> <p>Facilitate and participate in information sharing, communication and professional development with staff and volunteer colleagues.</p>
COTA SA team culture	<p>Show a commitment to COTA SA values:</p> <ul style="list-style-type: none"> • Respect: We respect and value the contribution and lived experience of Australians as they age and support each person's right to make choices and to participate in their community. • Diversity: We value the great diversity that characterises Australians of all ages and are committed to genuine exchange and engagement with all older people in Australia. • Collaboration: We communicate and work collaboratively with older people, with each other, with our partners, and with the Australian community to achieve the vision and mission of COTA. • Integrity: We operate ethically, openly, honestly and with accountability in all our interactions. <p>Show a commitment to upholding the expectations of all COTA SA staff:</p> <ul style="list-style-type: none"> • Customer Service: Build effective relationships with a range of key stakeholders and work successfully with diverse groups. • Team Development: Work collaboratively with team members

	<ul style="list-style-type: none"> • Positive Disposition: Model professionalism, adopt high ethical and professional standards, instil confidence and trust among team members. • Self-Awareness: Understand own strengths and weaknesses as well as impact on others; open to feedback from others. • Personal Well-Being: Exhibit a personal energy to achieve success and maintain a healthy lifestyle.
Self-Management and Development	<ul style="list-style-type: none"> - Manage self and demonstrate commitment to learning through evaluation and review of own performance, development of skills, experience, and knowledge. - Support staff and volunteer colleagues by transferring knowledge and mentoring others as appropriate. - Be understanding, supportive, consistent, and fair to others. - Display professional personal presentation. - Undertake relevant personal and technical skills development as relevant to the position. - Keep up to date with current information about services and supports for older people, in particular regarding to aged care and social support. - Display a positive and proactive results-focused 'can do' attitude and behaviour.

Selection Criteria		
	Essential	Desirable
Training/Qualifications	Qualifications in social work, aged care, nursing, health sciences or other related discipline, or significant equivalent work experience.	Mental Health First Aid. Front Line Management, or customer service
Experience/Knowledge	<ul style="list-style-type: none"> - Demonstrated experience working with older people to improve wellbeing. - Sound knowledge and understanding about CHSP, My Aged Care, and wellness and reablement (as it applies specifically to the CHSP) - Knowledge of the aged and community sectors - Understanding of social isolation, social supports available and the benefits of social inclusion - Understanding of preventative health and health promotion strategies to address lifestyle risk factors. - Understanding of privacy principles - Knowledge of Work, Health and Safety principles - Experience in reporting outcomes and KPIs to management. - Experience in using a CRM effectively for Customer record keeping including for sensitive data. 	Training, supervising or working with volunteers as part of a team
Skills/Abilities	<ul style="list-style-type: none"> - High degree of personal integrity - High-level communication skills, both oral and written - A strong and ethical customer service approach - High-level organisational and interpersonal skills - Proven ability to manage own workload day to day while handling competing priorities and deadlines. - Strong administrative, self-management and time management skills - Demonstrated ability to generate solutions in a timely manner. - Sound knowledge and application of the MS Office suite of applications - Effective reporting to management 	Skilled in Zoho CRM

Licenses/ Certificates	- A current National Police Clearance for working with vulnerable people is a requirement of all roles with COTA SA.	
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Special Conditions

- Duties of the position may vary according to business needs.
- There may be a requirement to work outside of normal business hours.
- Working from a suitable home office may be a requirement in the event of further COVID-19 pandemic restrictions.
- The position is subject to compliance with COTA SA's various policies.
- The position is subject to an initial 3-month probationary period and regular performance reviews.

Supervisor Signature: _____

Print name: _____

Date: _____

Employee Signature: _____

Print name: _____

Date: _____