



## POSITION DESCRIPTION

POSITION TITLE:	<b>SENIOR SERVICE NAVIGATION AND ADVOCACY OFFICER</b>
POSITION NO:	<b>100790</b>
DIVISION:	<b>COMMUNITY SERVICES</b>
DEPARTMENT:	<b>HEALTH &amp; COMMUNITY WELLBEING</b>
SECTION:	<b>AGED &amp; DISABILITY SERVICES</b>
STATUS:	<b>PERMANENT FULL TIME</b>
CLASSIFICATION:	<b>BAND 6</b>
OCCUPANT:	<b>VACANT</b>
LOCATION:	<b>BROADMEADOWS MUNICIPAL OFFICES AND OTHER LOCATIONS WITHIN THE MUNICIPALITY</b>
DATE:	<b>OCTOBER 2021</b>

Aged and Disability Services facilitates older persons and people with a disability to live independently in their homes, fostering opportunities for people to remain active and connected members of their communities.

This is achieved through planning, advocacy and the delivery of a range of services and programs to enable lifestyle choices and quality of life.

### POSITION OBJECTIVE(S):

- Identify barriers that consumers encounter when seeking services and provide advocacy to overcome these.
- Develop systems and processes that:
  - support individuals to better navigate complex service systems
  - improve service user experiences
  - deliver better service and care outcomes
  - capture quantifiable data that identifies current service and system gaps
  - automate common referral pathways
- Develop strong partnerships with relevant internal and external services, working collaboratively to optimise access to suitable supports for people with diverse needs.
- Empower and build the confidence of clients and carers within target groups to access Home and Community Care Program for Younger People (HACC PYP), Commonwealth Home Support Programme (CHSP) services, Home Care Packages and other suitable support services.

### KEY RESPONSIBILITIES AND DUTIES:

#### 1. Advocacy:

- Identify and address gaps in service delivery and community support for HACC PYP and CHSP target groups
- Evaluate the appropriateness and effectiveness of relevant Council programs
- Provide advice and assistance to ensure services are responsive to the needs of people from diverse groups



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- Link and facilitate people from diverse groups into available services by providing initial direct support
- Facilitate stewardship on behalf of the local community to plan and co-design locally tailored community care options that are responsive to Hume's older people
- Provide system navigation to support older people with consumer choice for Home Care Packages and other services offered in Hume.
- Collaborate with clients, fostering an understanding of their needs and aspirations in order to explore options and develop actions that will best meet their needs.
- Advocate internally and externally to ensure systems and services protect the rights of clients and give greatest client control over decision-making.
- Promote capacity building, consumer directed care, wellness, reablement, restorative care and social inclusion to maintain and promote independence.

## **2. Engaging Communities:**

- Support and promote collaborative relationships between services providers for the benefit of consumers.
- Initiate and promote linkages through regular information sharing about Hume City services and actively engage appropriate networks
- Develop partnerships to enhance service provision with external service providers and internal services that currently or potentially will provide services to our consumers
- Recognise that clients' communities are central to their wellbeing and ensure that all actions support and strengthen those communities.

## **3. Operational Responsibilities:**

- Participate in the development, implementation, evaluation and review of Aged and Disability Services' policies and procedures.
- Comply with organisational policies and procedures, along with legislative and regulatory requirements
- Prepare reports for Council, as required.
- Build into daily practice, continuous improvement systems to ensure ongoing enhancement in service delivery including the ongoing data collection for reporting to funding bodies
- Actively ensure all documentation, including client records, are completed and managed in a manner that is consistent with organisational policies, procedures and legislative and regulatory requirements.

## **4. Planning and Development:**

- Contribute to, and participate in, research, surveys and benchmarking to plan for future service requirements.
- Participate in the development, implementation and evaluation of flexible service models that adapt to community needs.
- Monitor service users, budget and staff statistical information.
- Undertake projects and other duties, as directed

## **5. Teamwork and Collaboration:**

- Actively and positively promote processes and systems which ensure effective teamwork and communication through:
  - Listening to and involving others
  - Sharing knowledge and keeping people informed
  - Speaking openly and constructively about issues impacting the client, team or service
  - Actively seeking out opportunities to work together with other teams on common issues

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- Fostering a culture where staff value different skills and expertise within the team and readily seek support and assistance from others.

**6. Ongoing Learning and Growth:**

- Actively pursue own professional development
- Stay abreast of current information affecting broad service provision through reading and networking
- Actively foster a learning environment and contribute to regular learning opportunities for colleagues.
- Actively seek opportunities to reflect and learn in order to improve practice.
- Actively participate in own Performance Review and review of own Position Description
- Ensure day to day practice is consistent with guidelines and procedures.
- Actively contribute to the development and implementation of annual objectives for Aged and Disability Services, as required and directed.

**ORGANISATIONAL CONTEXT**

**VISION**

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

**MISSION**

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

**Our Hume Values & Guiding Behaviours:**

**Respect**

I will:

- Actively listen and communicate openly with others
- Value individual differences and the contribution of others
- Treat people fairly and ensure others do the same



**Customer Focus**

I will:

- Take responsibility for delivering services and solutions in a timely manner
- Respond to internal and external customers professionally and respectfully
- Engage with, listen and seek to understand the needs and expectations of the customer/resident

**Collaboration**

I will:

- Support and assist others by sharing information, knowledge and resources
- Cooperate with others and set and achieve common goals
- Actively participate and contribute to the team

**Innovation**

I will:

- Explore and act on better ways of doing things
- Be open minded and encourage new ideas from others
- Actively learn and develop to improve the work I do for the organisation



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## ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability, and prides itself on its leadership on a range of environmental issues. Council's Sustainable Environment Department leads Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, guiding action in this area.

## STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

## SERVICE PLANNING & BEST VALUE

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

## ASSET MANAGEMENT

Contribute to a positive risk management culture by complying with the Risk Management policy, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Demonstrate Council's commitment to implementing best practice risk management processes.

## RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the Hume Work Health & Safety Management Team and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

## WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the OHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.



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Managers, Coordinators, Team Leaders and Supervisors are required to participate in the OHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the OHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.
- Assist with the implementation of Return to Work Plans.
- Ensure that relevant WHS legislation is complied with.

**POLICE RECORDS CHECK:**

The incumbent must have and maintain a current Police Records Check  YES  NO

**WORKING WITH CHILDREN CHECK:**

The incumbent must have and maintain a current Working with Children Check  YES  NO

**PRE-EMPLOYMENT MEDICAL CHECK**

The incumbent must undergo a Pre-Employment Medical Check  YES  NO  
 Basic Medical  YES  NO  
 (including fitness for work and functional capacity assessments and drug & alcohol test)  
 Audio Test  YES  NO

**OTHER DUTIES**

Responsibilities and duties included in this position description are subject to the Multi-skilling provisions of the Hume City Council Enterprise Agreement.

<b>ORGANISATIONAL RELATIONSHIPS:</b>	
Reports to:	Coordinator, Home Support Services
Supervises:	Service Navigation Officer
Internal Contacts:	Health and Community Wellbeing Staff Other internal Council Departments
External Contacts:	Residents and other primary health and community support agencies within the municipality. Other relevant agencies



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**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

The incumbent is responsible and accountable for:

- Displaying and promoting Our Hume Values & Guiding Behaviours
- Maintaining knowledge of and working within Organisation Policies and Procedures including WHS, EEO and Code of Conduct.
- Providing input into development of policies and procedures relating to Aged and Disability Services
- Providing information and support to more senior employees
- Ensuring the delivery of an appropriate standard of care and service provision to AD&S consumers which is consistent with Aged and Disability Services' objectives, policies and procedures, methods and timeframes.
- Building and maintaining collaborative relationships with both internal and external stakeholders
- Providing efficient, responsive advice and support to the AD&S Coordinators and other members of the AD&S Leadership Team;
- Providing regular reports to the Coordinator, Home Support Services, as required.

**JUDGEMENT AND DECISION MAKING:**

The incumbent is accountable for:

- Using their technical and professional knowledge and experience to make decisions within the scope of the role regarding the department operations, customer service, programs, technology and associated procedures;
- Making decisions based on expertise and experience, ensuring problems and issues related to the position are promptly remedied.
- Providing advice and resolving problems relevant to the position and activities of Aged and Disability Services.
- Working with minimal supervision, seeking guidance and advice through the Coordinator, Home Support Services, as required

**SPECIALIST KNOWLEDGE AND SKILLS:**

The following knowledge and skills are required to be utilised:

- Experience in working within the Aged and Disability sector
- Demonstrated understanding of the goals of AD&S and the function of the position within the unit including relevant policies and relevant Acts and regulations of both the unit and the wider organisation
- Demonstrated understanding of diversity issues and barriers to engagement in suitable services
- Project Management skills
- Developed computer skills
- Demonstrated experience in Service Navigation of Aged and Disability Service Systems including the use My Aged Care.
- Highly developed analytical skills in order to undertake data collection, collation and reporting
- Demonstrated knowledge of other relevant community support agencies and service providers.

**MANAGEMENT SKILLS:**

The following management skills are required to be utilised:

- Ability to work with minimal supervision once tasks are allocated and understood
- Ability to maintain professionalism, integrity and confidentiality.
- Demonstrated skills in managing time, setting priorities, planning and organising one's own work and, where appropriate, that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable..
- Demonstrated ability to provide support and input to the development, implementation and evaluation of policies, procedures, processes and systems.



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### **INTERPERSONAL SKILLS:**

The following interpersonal skills are required to be demonstrated:

- Proven ability in developing and maintaining effective working relationships with internal and external stakeholders and staff from diverse backgrounds and cultures.
- Ability to clearly and concisely communicate information and advice in both a written and verbal form.
- Strong team work orientation, with skills in working collaboratively in a team to prioritise and achieve joint outcomes
- Ability to reflect on past practices and adapt behaviour accordingly
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- Ability to readily gain the confidence of others
- Ability to communicate effectively and gain cooperation from Council staff, recipients and residents from diverse groups
- Ability to deal with conflict, difficult situations, resolving organisational problems and presenting a positive Council image.

### **QUALIFICATIONS AND EXPERIENCE:**

The following qualifications and experience are required for the position:

- A relevant tertiary qualification in Nursing, Allied Health or Human Services, or a related field is desired or a lesser formal qualifications with substantial relevant experience
- Experience working collaboratively with community organisations and groups to achieve joint outcomes
- General knowledge and understanding of Aged and Disability Services and related Acts and Regulations
- Proficient in the use of all current client management systems, computer applications and software, electronic resources and digital devices
- Capacity to work with sensitivity and awareness in a political context
- A current Victorian driver's licence is required.



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### TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
– below 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Manual handling frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive manual work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive bending/twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive kneeling/squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working with arms above head	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting above shoulder height	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Using hand tools – vibration/powered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operating precision machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Close inspection work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing hearing protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing eye protection	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wearing safety shoes/boots (steel cap) / gum boots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing other relevant PPE	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working in dusty conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in wet/slippery conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with chemicals/solvents/detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Washing hands with soap (hygiene)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working at heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in chillers (+4 degrees C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Performing clerical duties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working on a keyboard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving cars and/or trucks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other special features (e.g. nature of chemicals, travelling requirements etc):				



**VARIATION TO CONDITIONS OF EMPLOYMENT:**

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms and Conditions of Employment.

**AGREEMENT:**

I hereby accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.	
Name (Please print):	
Signature:	Date:

**SELECTION CRITERIA:**

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the Position Description:

1. Demonstrated experience in working with HACC PYP, CHSP, Home Care Packages and /or other community services
2. A relevant tertiary qualification is desired, but not essential
3. Demonstrated experience in working with diverse groups
4. Demonstrated experience in working independently to deliver efficient and effective service outcomes for clients
5. Proven capacity to develop and maintain partnerships with relevant stakeholders
6. Strong verbal and written communication skills, including the ability to develop clear and concise written reports
7. Ability to advocate for clients and support individuals to self-advocate
8. Significant experience in analysing program data for service improvement purposes
9. Proven ability to work with minimal supervision, including the ability to plan and organise workload to meet timelines and budgets, in an environment of change and conflicting demands.
10. A current Victorian driver's licence is required
11. Ability to speak a second language is desirable.



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