



POSITION DESCRIPTION

Position title:	Multicultural Aged Care Connector
Employer:	Multicultural Council of the Northern Territory (MCNT)
Reports to:	Community Development Officer/Manager/Board
Salary:	SACs level 4.3 to 5.1 based upon experience
Position:	Full-time/Part-time

About the Role

The EnCOMPASS Multicultural Aged Care Connector role is to connect and link older people of CALD backgrounds, their families and their careers, to the aged care system. Many older people of CALD backgrounds have additional barriers to accessing the aged care system and My Aged Care, including language and cultural differences.

The desired outcome of this role is to assist older people of CALD backgrounds to better understand the aged care system, successfully engage with the aged care system and receive more culturally appropriate care through enhanced understanding of the processes of the aged care system.

KEY RESPONSIBILITIES:

1. Improve awareness and knowledge of participants and potential participants about ageing and aged care services in Australia.
2. Builds relationships with and between key community leaders/touchpoints and the wider community.
3. Improve awareness and collaborative capacity of wider community and key community/leaders touchpoints surrounding ageing and the aged care system in Australia;
4. Provide assertive outreach to older people of CALD backgrounds, their families and their carers.
5. Assist in the development of community- and language-specific communication and messaging.
6. Builds and maintains positive and trusting relationships with older people, their families and carers, with attention to culturally appropriate communication. Creates a culturally safe and welcoming place for older people of CALD backgrounds.

7. Listens reflectively and actively to older person's narrative and accurately assesses their needs and is able to contextualise their questions and responses.
8. Demonstrates cultural competency and sensitivity to the older person's intersectional experiences and needs.
9. Develops a case plan for the older person based on an assessment of their needs including their family and carers.
10. Supports and walks alongside the older person, their family and carers, to communicate with agencies and services to achieve their desired outcomes.
11. Advocates for the older person to achieve their desired outcomes and preferences as required.
12. Engages with multiple funded programs and across sector silos, including with disability, housing, domestic and family violence services, so the older person receives intersectional information and services; and makes referrals on behalf of the older person as required.
13. Reduces structural barriers, including systemic discrimination language, other physical barriers, so the older person can interact effectively with My Aged Care or service providers.
14. Supports intercultural communication between My Aged Care, other relevant services and community and participants.

SELECTION CRITERIA:

1. A degree in Social Work/Community Work or other relevant tertiary qualification with equivalent experience (Social worker registration is preferred).
2. Extensive knowledge and experience in working with aged people from CALD communities.
3. Demonstrated ability to effectively manage time and conflicting workplace responsibilities.
4. Highly developed professional communication and interpersonal skills to enable engagement with CALD families and communities.
5. Demonstrated ability to manage, facilitate, promote and evaluate programs and events including meetings training and community programs.
6. Demonstrated experience and ability to use computer software applications, particularly MS-Word, MS-Excel and other related programs

7. Ability to work autonomously and as an effective member of a team.
8. Must possess a current driver's license and willingness to use own vehicle as required.
9. Hold a valid Senior First Aid Certificate, Police Clearance and working with children (Ochre card) or willingness to obtain them before commencing the role.
10. Ability to perform ad hoc duties (may include some physical tasks) and support other staff as required.
11. Willingness to work out of hours and on weekends as required.

Please email board@mcnt.org.au with your contact number for a full position description and/or more information.

The last day of receiving applications is **15 November 2021**. The successful applicant should be able to start immediately.