

Position Description

Role Title:	Community Connector/Aged Care Advocate
Employment Status:	0.8 Full time equivalent
Reports To:	Manager ADA Australia
Locations:	Mount Isa
Award Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 - Level 5

Purpose of Role

This is a dual role that provides both care finder and aged care advocacy services to people across the Western Queensland Primary Health Network Region.

Community Connector/Aged Care Advocate

The Royal Commission into Aged Care Quality and Safety heard throughout its inquiry that the aged care system is complex, and some people find it more difficult than others to navigate and access the services they need. It recommended a workforce of care finders be funded to provide face-to-face support to help people navigate and access aged care.

The care finder program was announced in the 2021-22 Commonwealth Budget as part of the Connecting Senior Australians to Aged Care Services measure.

Care finder services will:

- provide specialist and intensive assistance to help people to understand and access aged care and connect with other relevant supports in the community
- specifically target people who have one or more reason for requiring intensive support to interact with My Aged Care, access aged care services and/or access other relevant supports in the community.

The purpose of the Community Connector/Aged Care Advocate position is to provide information, education, support and representation to clients to ensure that they are sufficiently informed to empower them to make their own choices to access the relevant supports that they require and to have their rights and interests respected.

The Community Connector/Aged Care Advocate will provide specialist and intensive assistance to help people within the care finder target population to understand and access aged care and connect with other relevant supports in the community. This will involve utilising an assertive outreach approach to engage and build rapport with potential clients as well as local intermediaries, stakeholders and networks.

Community Connector/Aged Care Advocate will support the service to:

- address the specific local needs of their region in relation to care finder support
- be an integrated part of the local aged care system

- promote improved integration between the health, aged care and other systems at the local level within the context of the care finder program.

Community Connector/Aged Care Advocates should be skilled and have experience in establishing and maintaining local connections, networks and relationships that will assist in the delivery of care finder services, this will require them to possess exceptional communication and community engagement skills.

The Community Connector/Aged Care Advocate reports to and works closely with the Manager, ADA Australia and maintains a collaborative and productive working relationship with all other staff within the organisation.

The Community Connector/Aged Care Advocate is responsible for ensuring that all information and services provided are consistent with the purpose, vision, and values of ADA Australia and comply with relevant legislation, quality standards, contemporary research and practice wisdom.

ADA Australia aspires to reflective practice in all aspects of work, continuous quality improvement and the highest possible standards of service provision.

Key Position Duties

- Delivery of high-quality care finder/advocacy support through information, support, representation and assertive outreach.
- Provision of individual and intensive support to clients to ensure they understand and can access relevant aged care and other services.
- Provision of advocacy at an individual, group or systemic level to achieve satisfactory resolution of issues for clients or their representatives.
- Support clients to ensure they understand their rights, responsibilities and entitlements and provide support when they wish to voice their concerns, questions or complaints they may have about their services.
- Connect with other relevant supports in the community, this may occur before assisting a person to access aged care (as well as at any other time).
- Support people to interact with My Aged Care and relevant assessment services.
- Undertake assertive outreach to proactively identify and engage with people in the care finder target population within the local community including contact with intermediaries and other stakeholders.
- Explore and establish different ways to effectively engage and build rapport with potential clients.
- Provide high level check-ins with clients on a periodic basis and follow-up support once services have commenced.
- Adopt a multi-dimensional approach when considering a client's needs and other relevant supports in the community that may assist the client to
 - Maintain and/or improve their psychological, emotional and physical wellbeing
 - Break down barriers that may impede their access to aged care.
- Networking and other related activities to build partnerships with other organisations to promote ADA Australia's care finder services.
- Maintain high standard of recording and consultation.
- Participate in and contribute to quality improvement programs and activities to work towards maintaining the Quality Management system and Accreditation Standards.
- Represent and promote ADA Australia at workshops, forums, public engagements, and networking meetings.
- Identify service needs / gaps from case work and provide feedback to Manager ADA Link, Manager Advocacy Services.
- Maintain up to date knowledge and understanding of the relevant legislation, policies and procedures.

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- Develop and meet targets within annual work plan (performance and education).
- Identify services that older people can use where appropriate.
- Contact and liaise with other care finder services and existing older people support groups in the region.
- Raise community awareness of identified issues.
- Develop strategic partnerships with Aboriginal, Torres Strait Islander, Australian South Sea Islander, Lesbian, Gay, Bisexual, Transgender and Intersex people, and people from Culturally and Linguistically Diverse backgrounds.

Teamwork and Communication

- Attend and actively participate in case discussions, team meetings and project work.
- Demonstrate the ability to work positively and communicate effectively within a team environment as well as autonomously to achieve service delivery excellence.
- Maintain and initiate regular and professional communication with work colleagues and management.
- Develop and maintain cooperative and harmonious relationships and work in collaboration with others to prevent and/or resolve difficulties.
- Communicate effectively and appropriately with local intermediaries and key stakeholders.

Continuous Quality Improvement

- Ensure that all statutory requirements are being met or exceeded (eg. state legislation, federal legislation, funding agreements, other relevant legislation and regulations).
- Assist through AS/NZS ISO 9001:2015 quality certification processes.
- Promote and support reflective practice in all ADA Australia staff and demonstrate commitment to continuous quality improvement.
- Identify opportunities and options to promote and support high quality service provision and the best outcomes for clients, their families and staff.
- Support action research projects relating to the provision of high quality services for clients and their families.
- Participate and contribute in Workplace, Health and Safety activities to ensure a safe work environment for clients, staff, visitors and the community.
- Identify continuous improvements for all policies and procedures that support the inclusion and participation of clients.

Administration and Documentation

- High level knowledge / usage of Microsoft Office and database programs.
- Plan and manage time effectively to complete tasks and meet deadlines.
- Complete written communications with clients and external services as required.
- Collect and record data for systemic issues and project work.
- Continue to develop professionally and personally to meet the changing needs of the position and the organisation.
- Participate in the organisation's performance development process.
- Attend training as identified through the performance development process, or as identified by management.
- Maintain up to date knowledge of Workplace, Health and Safety, anti-discrimination and equal employment opportunity and other relevant legislation.

- Demonstrate knowledge of the organisation's policies and procedures and a commitment to keep updated on emerging changes.

Behaviours

- Demonstrate empathy and compassion towards ADA Australia's client group.
- Demonstrate commitment to ADA Australia and maintain a strong work ethic.
- Demonstrate integrity and trust towards the organisation and its client group.
- Operate autonomously whilst maintaining accountability and working within organisational frameworks.
- Demonstrate an openness to learn from others, take on constructive feedback and provide solutions.
- Demonstrate a high level of judgment when faced with complex situations.
- Demonstrate a willingness to undertake reflective practice for self-development.

Key Selection Criteria (please address the following):

- Experience in working with older people or disadvantaged/vulnerable groups and operating within a social justice framework.
- Demonstrated knowledge of the relevant funding and supports available for older people.
- A tertiary qualification in human services / social work / behavioural science / community services or equivalent combination of relevant experience, education and/or training.
- Demonstrated ability to understand and apply legislation, policies and procedures, including the ability to identify issues and problem solve.
- Excellent written and verbal communication and presentation skills.
- High level computer skills – Microsoft Office or equivalent.
- Commitment to continuous quality improvement and to maintaining quality outputs.

Essential Requirements

- Current or willingness to obtain Covid 19, Influenza vaccination and any other vaccination requirements in line with current Public Health Directives and organisation policy. Proof of vaccination status will be required prior to commencement.
- Current drivers' licence.
- Current (less than three (3) years old) pre-employment National Criminal History Certificate (ongoing renewal every 3 years at employee's expense).
- Valid NDIS Worker Screening Clearance (paid workers) at employee's expense.
- Valid Working with Children – Blue Card (paid workers) at employee's expense.

Desirable Requirements

- Experience working within a not-for-profit organisation or similar.
- Knowledge and ability to access Federal and State Government policies relating to older people.
- Knowledge of and experience in working with Australian South Sea Islanders, Lesbian, Gay, Bisexual, Transgender and Intersex people, and people from Culturally and Linguistically Diverse backgrounds.