

Position Description

Role Title:	Aboriginal & Torres Strait Islander Community Connector (Identified position)
Employment Status:	Fixed Term Contract until 30 th June 2025 (Full-time or Part-time)
Reports To:	Team Leader
Location:	Cairns
Award Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 - Level 5

Purpose of Role

The purpose of the Aboriginal & Torres Strait Islander Community Connector is to provide information and support 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.

The Aboriginal & Torres Strait Islander Community Connector will:

- Provide specialist and intensive assistance to help people within the target population to understand and access aged care and connect with other relevant supports in the community.
- Use an assertive outreach approach to engage and build rapport with potential clients as well as local intermediaries, stakeholders and networks.
- Connect with and support Aboriginal and Torres Strait Islander Peoples and communities within the Cairns, Cape and Torres regions.
- Promote improved integration between the health, aged care and other systems at the local level.

The Aboriginal and Torres Strait Islander Community Connector reports to and works closely with the Team Leader, North Queensland and Manager, ADA Link and maintains a collaborative and productive working relationship with all other staff within ADA Australia. The position 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.

This is an Identified position. ADA Australia considers that being Aboriginal and Torres Strait Islander is a genuine occupational requirement under s25 of the Anti-Discrimination Act QLD 1991.

Key Position Duties

- Delivery of high-quality care finder support through information, support, representation and assertive outreach for Aboriginal and Torres Strait Islander Peoples with aged care support needs.
- Provision of individual and intensive support to clients to ensure they understand and can access relevant aged care and other 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.
- Maintain high standard of recording and consultation.
- Attend and actively participate in case discussions, team meetings and project work.
- Represent and promote ADA Australia at workshops, forums, public engagements, and networking meetings.
- Identify service needs / gaps from case work and provide feedback to Team Leader and Manager ADA Link.
- Maintain up to date knowledge and understanding of the relevant legislation, policies and procedures.
- Develop and meet targets within annual work plan (performance and education).
- Contact and liaise with other care finder services and existing older people support groups in the region.
- Raise community awareness of identified issues.
- Ensure that all statutory requirements are being met or exceeded (eg. state legislation, federal legislation, funding agreements, other relevant legislation and regulations).
- Participate and contribute in Workplace, Health and Safety activities to ensure a safe work environment for clients, staff, visitors and the community.
- Develop strategic partnerships with Aboriginal, Torres Strait Islander, Australian South Sea Islander, Lesbian, Gay, Bisexual, Transgender and Intersex People, and other people from Culturally and Linguistically Diverse backgrounds.

Key Selection Criteria (please address the following):

- Identifies as Aboriginal and Torres Strait Islander and be accepted by the Aboriginal and Torres Strait Islander Community as an Aboriginal and Torres Strait Islander person.
- A tertiary qualification in human services / social work / community services **OR** an equivalent combination of relevant experience, education and/or training.
- Experience working with older people or disadvantaged/vulnerable groups and operating within a social justice framework.
- Knowledge of and experience in delivering services and supports to Aboriginal and/or Torres Strait Islander people.
- Demonstrated knowledge of the relevant funding and supports available for older people.
- 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.

Essential Requirements

- 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.
- Willingness to travel and flexibility to stay overnight when necessary.

ADA Australia strongly recommends that employees have and maintain Covid-19 and influenza vaccination currency in line with current Public Health Directives and organisation policy.