

## Position Description

<b>Role Title:</b>	Community Connector/Aged Care Advocate
<b>Employment Status:</b>	Permanent, Part-time (.8 FTE)
<b>Reports To:</b>	Team Leader, ADA Link
<b>Locations:</b>	Mount Isa
<b>Award Classification:</b>	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.

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.

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.

### 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.
- Attend and actively participate in case discussions, team meetings and project work.
- 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.
- Participate in the organisation's performance development process.
- 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.
- 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 people from Culturally and Linguistically Diverse backgrounds.

### **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 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.

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.