Position Description

Role Title:	Community Connector – ADA Link
Reports To:	Team Leader, ADA Link
Award Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 - Level 5

Purpose of Role

The purpose of the Community Connector position 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 support that they require.

The Community Connector 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 Connectors 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 Connectors 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 Community Connectors to possess exceptional communication and community engagement skills. The Community Connector reports to and works closely with the Team Leader and maintains a collaborative and productive working relationship with the service manager and all other staff within ADA Australia.

Key Position Duties

- Delivery of high-quality 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.
- 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 a 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.
- Maintain up to date knowledge and understanding of the relevant legislation, policies and procedures.
- 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 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.
- 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):

- A tertiary qualification in human services / social work / behavioural science / community services or 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.
- 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.
- 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.