

Position Description

Position Title:	Service Connector	Approval Date:	January 2023
Authorised By:	CEO	Review Date:	January 2024

Our Vision People in our communities enjoy better and longer lives

Our Role We work in partnership with other health and wellbeing services to enhance the health of our communities in Whitehorse and Nillumbik by meeting additional needs that no one else does in the segments we service, whilst prioritising access for those who need it most and we also work with partners to address the root causes of vulnerability.

Our Key Business Segments

- Helping people with a long term physical or mental health condition to live better
- Providing services and supports to people with disability
- Helping older people stay at home longer
- Providing integrated services and supports for children and youth
- Delivering public and private dental services
- Addressing the root causes of vulnerability

Our People People aspire to work with us and contribute to our business and community. We are committed to building a culture that embodies our values and is driven by providing high quality services, supports and experiences.

POSITION OVERVIEW:

Job Purpose

healthAbility has been commissioned by Eastern Melbourne Primary Health Network to deliver a care finder service to provide specialist and intensive assistance to help older people with engagement barriers to understand and access aged care and connect with other supports in the community. These services will be delivered across the East and Northern regions of Melbourne.

Service Connectors complement, not duplicate, the My Aged Care Channels that provide access support to people who are able to proactively navigate the system for

themselves. Service Connectors specifically target seniors who need intensive support who may otherwise fall through the gaps.

The target population are those who may be eligible for aged care services, however require intensive support to access them and/or other community services. The reasons may range from social and family isolation, no support person they can trust, communication barriers including low literacy skills, difficulties in processing information and making decisions to resistance to engage with services due to past discrimination and/or trauma.

Service Connectors will provide:

- Assertive Outreach
- Engagement and rapport building with potential clients and local intermediaries
- Support people to interact with My Aged Care so they can be screened for eligibility
- Support to explain and guide people through the assessment process
- Support to help people to find the aged care supports and services they need and connect with other relevant supports in the community
- High level check-in with clients on a periodic basis and follow up support following service commencement

The focus of this role:

Service Connectors will have a pivotal role in providing information and facilitating access to aged care and other community services.

They work alongside other community services, Aboriginal, CALD, health and aged care networks and the broader aged care system to identify and engage with vulnerable seniors.

They engage with these seniors to support them to access services they need to improve their psychological, emotional and physical wellbeing and remain as independent as possible within their homes or to transition to appropriate residential options if, despite additional supports and services, they cannot safely remain in their home.

<p>Duties and Responsibilities</p>	<ul style="list-style-type: none"> ● Reaching into the local community and actively identifying and engaging with potential clients ● Linking with intermediaries such as health professionals, aged care and disability professionals, people within the community and voluntary organisations to support contact with potential clients ● Exploring and establishing different ways to engage and build rapport with potential clients ● Building, maintaining and leveraging networks- including advocacy and connections to support identification and engagement of potential clients ● Support clients to connect, navigate and access aged care services, breaking down barriers that may impede their access ● Support clients to access other relevant supports such as health services, mental health services, social services, housing and homelessness services, AOD and community groups ● Provide high level check-ins while clients are waiting on assessments or services to commence ● Other duties as required
<p>Qualifications</p>	<p>Degree in health, social work or other relevant qualification</p>
<p>Key Selection Criteria (<i>Skills, Experience and Qualifications required</i>)</p>	
<p>Mandatory</p>	<ul style="list-style-type: none"> ● Experience in assertive outreach and engaging with people who are often reluctant to access support services ● Experience in supporting clients to understand and navigate service systems ● Demonstrated knowledge of trauma informed practice and cultural safety and evidence-based approaches to improving wellbeing ● Experience with building and maintaining effective working relationships internally and with external organisations, networks and community groups ● Experience in working with clients to identify and support referrals to relevant services
<p>Desirable</p>	<ul style="list-style-type: none"> ● Demonstrated proficient computer skills in MS Office applications (Word and Excel) ● Experience working in community/public health or community based setting.

KPIs/Performance Goals	<ul style="list-style-type: none"> ● Accessing clients through direct contact or via intermediaries to engage them to identify and access needed supports ● Supporting clients to understand and navigate service systems ● Refer clients to appropriate internal and external services ● Engage in trauma informed practice and cultural safety and evidence-based approaches to improving wellbeing ● Build and maintain effective working relationships with external organisations, networks and community groups ● Maintain accurate records and data as required ● 					
Service/Program	Service Connection					
Reports	<table border="1"> <thead> <tr> <th data-bbox="651 913 1134 969">Job reports to</th> <th data-bbox="1134 913 1439 969">Direct reports</th> </tr> </thead> <tbody> <tr> <td data-bbox="651 969 1134 1077">Program Manager – Service Connection</td> <td data-bbox="1134 969 1439 1077">Nil</td> </tr> </tbody> </table>	Job reports to	Direct reports	Program Manager – Service Connection	Nil	
Job reports to	Direct reports					
Program Manager – Service Connection	Nil					
Award/EBA	SCHADS Award					
Classification	SCHADS Level 5					

Requirements:

- A Police Record Check is required for all roles
- A Working with Children Check, other credentials and role specific requirements (such as NDIS) and checks will be required in accordance with government funding requirements and legislation.
- All employees must provide 4 forms of identification upon commencement.
- All employees must be permanent residents of Australia or hold a current, valid visa.
- A current Victorian Driver's Licence (where driving is a component of the role)
- A probationary period of 6 months applies unless otherwise stipulated.
- All employees must abide by the organisations Policies & Procedures.
- All employees may be required to work across any of the organisations sites.
- All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct.
- All healthAbility employees are required to complete the level of MARAM training relevant to their role to appropriately and effectively identify, assess and manage family violence risk. The Framework has been established in law under a new Part 11 of the Family Violence Protection Act 2008.

MANAGER DECLARATION

This role reports to me and I confirm I have read and understood the Compliance Checks Procedure and that in addition to the Police Check requirements, the following requirements are required as part of ongoing employment to this role:

WWCC	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
NDIS	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Statutory Declaration	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Credentials/Registration	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

Other _____

EMPLOYEE DECLARATION

- i. I acknowledge that I have read and understood the requirements of the position as detailed above.
- ii. Do you have any pre-existing injuries or conditions that could reasonably be expected to be affected by the nature of the proposed employment?

Pre-existing injury/condition? Yes No

If yes, please provide details:

Failure to make such a disclosure, or the making of a false disclosure, will result in Sections 82(8) of The Accident Compensation Act 1985 applying. Section 82(8) of the Act provides that where a recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing injury or disease arises out of or in the course or due to the nature of employment with a company, it will not entitle the worker to compensation.

The disclosure of information on a pre-existing injury or disease will not impact on the recruitment process in any way. Nillumbik Community Health Service Ltd is an Equal Opportunity Employer.

Signed (employee):

Date:
