

Job Description Form

Aged Care Connector



**Bega
Garnbirringu**
HEALTH SERVICE

Sickness gets better.

Position Title	Aged Care Connector		Position Number	SS-47
Work Group:	Social Support Services – My Aged Care			
Work Unit:	My Aged Care – Aged Care Connector			
Reports To:	Disability and Aged Care Coordinator			
Supervisory:	No			
Award	Aboriginal & Torres Strait Islander Health Workers & Practitioners & Aboriginal Community Controlled Health Services Award 2020 (Cth) NES Fair Work Conditions Contract of Employment			
Position Term	Fixed Term Contract until 30/06/2025- 37.5 hours per week			
DATE:	07.03.2024	No of Pages	5	
REVIEW DATE:	07.03.2025	STATUS:	Draft/Active/Under Review	
ENDORSED BY: (Chief Executive Officer)		DATE OF ENDORSEMENT	21 / 03 / 2024	

VISION STATEMENT

Bega Garnbirringu Health Services vision for the future is for a society in which Aboriginal and Torres Strait Islander people are not disadvantaged and share a quality of life with health standards and life expectancy equal to the non-Aboriginal and Torres Strait Islander community.

MISSION STATEMENT

Bega Garnbirringu Health Service's mission include the development and maintenance of a robust and diverse organisation that will provide sustainable, culturally appropriate and holistic health services to the Aboriginal and Torres Strait Islander people.

Bega Garnbirringu Health Service will address the social determinants of health and provide for clinical, educational and preventative health services and the development and retention of the skilled workforce necessary to achieve its mission.

ABOUT BEGA

Bega Garnbirringu Health Services (Bega) approaches health service delivery from a holistic perspective. This means that Bega seeks to close the gap in health outcomes for Aboriginal people through a multi-faceted approach that includes a high level of attention to the social determinants of health as well as clinical and primary health.

In order for this approach to be effective it is essential that all staff view their role through the eyes of the client and from a whole of organisation perspective. To this end it is essential that all employees be team oriented and prepared to work cooperatively in a multi-disciplinary environment. All employees must abide by their contract of employment and code of conduct and apply themselves to their duties with professionalism, integrity, ethical practice and with diligence.



The organisation has a strong commitment to the provision of services that are culturally appropriate and safe for Aboriginal clients.

PURPOSE OF THE POSITION

The AAC has the primary responsibility of connecting with local Elders, older Aboriginal and Torres Strait Islander people and their families to raise awareness of their aged care entitlements.

The overarching function of the AAC is to ensure that support for clients is organised, sequenced and supported to enable effective access to appropriate aged care services both internal and external to the ACCHO.

The AAC will work closely with the Aged Care Support Coordinator. They will also help determine the level of local demand for aged care services, identify existing aged care services, any service gaps in the area and continue advocacy work with clients as required.

KEY CLIENT AND STAKEHOLDER RELATIONSHIPS

External:

- Liaise and maintain working relationships with a variety of organisations and stakeholder representative groups as required. This position has contact with most Aboriginal Community Controlled Health Services;
-
- Develop and maintain good client relationships as required.

Internal:

- Maintains close working relationships with NDIS Coordinator, Clinical and Social Support teams and Executive Management;
- Maintains close working relationships with all BGHS employees.



RESPONSIBILITIES OF THIS POSITION

KEY RESULT AREA	POSITION RESPONSIBILITIES
Professional Services	<ul style="list-style-type: none"> ❖ Active community outreach to promote aged care services, identify and engage with potential clients. ❖ support clients to identify goals and needs to ensure they get the appropriate level of care and services, which can include referrals to other specialised services and support. ❖ support clients' aged care needs through internal referral processes. ❖ assist clients with advocacy and support throughout the My Aged Care registration and review processes. ❖ Provides support to enable client access to appointments. ❖ Liaises with the aged care team to continuously review and enhance the role. ❖ Comply with Bega policy and procedures currently in practice or that may be introduced from time to time.
Reporting	<ul style="list-style-type: none"> ❖ Ensure all reporting is collected, submitted and meets KPI requirements for BGHS and relevant funding agreements; ❖ Assist and or/provide regular reports as directed; ❖ Ensure regular data is input into databased or other computer software/programs as required;
Organisation and Administration	<ul style="list-style-type: none"> ❖ Plan and establish priorities to ensure effective use of time; ❖ As a member of a small team, demonstrate flexibility in supporting delivery of Social Support Services as/when required. ❖ Contribute ideas to the Social Support Services for inclusion on Bega's program of continuous improvement; ❖ Contribute to the ongoing development of internal policy and procedures; ❖ Attend and participate in staff meetings and complete staff surveys on request;
Communication	<ul style="list-style-type: none"> ❖ Effectively communicate and maintain sound relationships with clients, stakeholders and all BGHS employee's; ❖ Maintains confidentiality and demonstrate compliance with relevant Privacy Legislation; ❖ Display respect, empathy and understanding with all employees, Board Members and other stakeholders; ❖ Work collaboratively and cooperatively with team members to ensure quality outcomes; ❖ Work collaboratively across organisation boundaries as required;
Education	<ul style="list-style-type: none"> ❖ Attends relevant training courses and professional development including mandatory training as required by Bega;
Physical Environment and Safety	<ul style="list-style-type: none"> ❖ Report and document incidents and accidents in accordance with Bega policies and procedures;



	<ul style="list-style-type: none">❖ Recognise potential hazards in the workplace and contribute to the development of strategies to remove or reduce the risk to an acceptable level;❖ Maintain a safe environment for all employees within Bega;❖ Adhere to correct fire safety procedures and attend fire drills as required;❖ Ensure compliance with Occupational Safety and Health (OSH) policies and procedures as set by BGHS and as set out under the OSH Act 1984.
--	---

COMPETENCY PROFILE FOR THIS POSITION

Competencies are the specific knowledge, skills and attributes needed to successfully undertake this role. The profile is used for recruitment, performance review, planning, and training and development activities.

QUALIFICATIONS, SKILLS, EXPERIENCE AND KNOWLEDGE

ESSENTIAL:

- Excellent and strong relationships with the local Aboriginal and Torres Strait Islander Community
- Good communication and interpersonal skills, with the ability to build trusting relationships in community.
- Knowledge of or willingness to learn about the aged care landscape.
- Ability to or willingness to learn how to enter data and reporting.
- Have the ability to cultivate professional working relationships with participants and their families;
- Have demonstrated skills to communicate culturally and appropriately with community members;
- Ability to relate well to staff and to liaise effectively with key stakeholders;
- Demonstrated commitment to confidentiality and a high level of accuracy;
- Work effectively as a member of a team;
- Ability to travel on outreach throughout the Goldfields region as required;
- Current Working with Children Check (vulnerable people) and National Police Clearance (within 3 months);
- Current WA "C" Class drivers' licence;

DESIRABLE:

- Community services experience and or relevant certificate, Aboriginal mental health first aid.
- Basic Computer Skills with knowledge of Microsoft Office Suite

Job Description Form Aged Care Connector



**Bega
Garnbirringu**
HEALTH SERVICE

Sickness gets better.

Conditions of Appointment:

Provide Bega Garnbirringu Health Service with the following requirements prior to commencement of employment;

- Valid Working with Children Check (WA)
- National Criminal History Check Certificate (Police Clearance - valid within 3 months)
- Current WA "C" Class drivers' licence.

EMPLOYEE

I (Full Name) _____ have sighted and accept this duty statement and acknowledge the expectations that will be held of me in relation to my role at Bega.

SIGNATURE _____ **DATE** _____

