



POSITION DESCRIPTION

POSITION Specialist Aged Care Connector (SACC)	LOCATION: MDAA Granville
Salary Level: Level 4, Pay Point (TBA depending on experience) Status: Part time or Full time until December 2022 Hours: 15 to 38 hours	Award: SCHCADS Award Grade 4 Salary Range: As above
SUPERVISOR	ACCOUNTABILITY
Projects and Admin Team Manager/Specialist ACC Manager	<ul style="list-style-type: none"> • Specialist ACC Manager • Funding bodies/organisations (FECCA) • Performance Review within 6 months
SELECTION CRITERIA	
<p>Knowledge</p> <ul style="list-style-type: none"> • Diploma in Community Services, Degree/ Grad Certificate in Social work and Cert IV in Community Development, or similar experience in aged care or disability sectors • Extensive knowledge and experience in working with CALD communities and people living with disability • Demonstrated experience in advocating for people’s rights • Demonstrated experience in community development and networking • Good understanding of the Aged Care system • Awareness of intersectionality and ability to apply intersectional analysis • Demonstrated cultural and disability awareness • Knowledge of other systems that interact with aged care and community services including primary health, allied health, NDIS, hospital system etc. <p>Skills:</p> <ul style="list-style-type: none"> • Excellent verbal and written communication skills including the ability to simplify complex information • Person oriented approach including ability to build rapport, trust and listen well • Problem-solving and negotiation skills • Strengths-based approach and demonstrated advocacy skills • Demonstrated ability to manage, facilitate, promote and evaluate programs and events including meetings, training and community programs • Ability to exercise sound judgment and make independent decisions • Strong organisational skills with an ability to manage workload • Ability to identify and address systemic issues • Computer literate 	

Attributes:

- Understanding of and commitment to social justice principles for people with disability
- Understanding of and commitment to cultural diversity and the rights of people from non-English speaking backgrounds
- Well-developed interpersonal skills including the ability to work with individuals from diverse backgrounds and cultures, and to work as part of a multidisciplinary team to develop collaborative relationships and networks between agencies
- Have patience, empathy, social justice -orientation, flexible approach and culturally awareness

In addition, the Specialist Aged Care Connector must hold a valid Working with Vulnerable People’s Check, Working with Children’s Check or equivalent depending on state regulations (to be supplied before commencing role) and have no serious offences that may affect working with vulnerable people.

BACKGROUND OF PROJECT

The EnCOMPASS Multicultural Aged Care Connector role is to connect and link older people of CALD backgrounds, their families and their carers, to the aged care system. Many older people of CALD backgrounds have additional barriers to accessing the aged care system and My Aged Care, including language and cultural differences. This role has been developed to address these challenges faced by older people of CALD backgrounds who are unaware of or have been unable to access the aged care system or are facing difficulties in accessing culturally appropriate care and support.

The desired outcome of this role is to for older people of CALD backgrounds to have better understanding of the aged care system; successfully engage with the aged care system; receive more culturally appropriate care through enhanced understanding of the processes of the aged care system. In addition, the role will include empowering, organising and coordinating a local network of ‘Support Navigators’, or community members and leaders, to support older people in the community, and refer them back to the Multicultural Aged Care Connector.

The Multicultural Aged Connector role will be part of a national network and community of practice of Multicultural Aged Care Connectors, operating across metropolitan and regional areas in each State/Territory, and coordinated by the Federation of Ethnic Communities’ Councils of Australia (FECCA).

POSITION SPECIFIC TASKS

KEY RESULT AREAS	KEY TASKS	KEY PERFORMANCE INDICATORS
Outcome: Better engagement for older peoples from CALD backgrounds living in Western Sydney and Advocacy are provided for them, their families and carers	1) Improve awareness and knowledge of participants and potential participants about ageing and aged care services in Australia by Linking potential Participants to My Aged Care including using online platforms and	1) At least 1 consultation or consumer forum or info workshop is delivered each month about My Aged Care with focus on Arabic, Cantonese, Mandarin, Tagalog and Maltese speaking older peoples living in Western Sydney. 2-3) Deliver at least 2

	<p>resources.</p> <ol style="list-style-type: none"> 2) Build relationships with and between key community leaders/touchpoints and the wider community; 3) Improve awareness and collaborative capacity of wider community and key community/leaders touchpoints surrounding ageing and the aged care system in Australia; 4) Participate in induction and training activities as required by FECCA to provide assertive outreach to older people of CALD backgrounds, their families and their carers through advocacy work 5) Assist in the development of community- and language-specific communication and messaging. 6) Document all enquires, intake and advocacy work in both the CM6 data base and consumer files. 7) Record participant contacts on CM6 database and create physical files. 	<p>townhall sessions with older people and key community touch points with minimum 20 older people engaged in each meeting</p> <p>4) Consumer(s) report that they have better understanding about My Aged Care when action plan is completed.</p> <p>5) provide translated information to increase awareness of aged care issues and knowledge in accessing the My Aged Care through collective evaluation and feedback.</p> <p>6-7) My Aged Care and Advocacy matters are documented as set out in MDAA policy and procedures. Service provision is of a high standard and consumer(s) report satisfaction with the service during exit interviews</p>
<p>Older peoples, their family and carer feel Supported</p>	<ol style="list-style-type: none"> 1) Build and maintain positive and trusting relationships with older people, their families and carers, with 	<ol style="list-style-type: none"> 1) CALD Older peoples and their family and carers feel supported through My Aged Care

	<p>attention to culturally appropriate communication;</p> <p>2) Create a culturally safe and welcoming place for older people of CALD backgrounds:</p> <ul style="list-style-type: none"> • Listens reflectively and actively to older person’s narrative and accurately assesses their needs, and is able to contextualise their questions and responses; • Demonstrates cultural competency and sensitivity to the older person’s intersectional experiences and needs • Develop a case plan for the older person based on an assessment of their needs including their family Supports and walks alongside the older person, their family and carers, to communicate with agencies and services to achieve their desired outcomes; • Advocate for the older person to achieve their desired outcomes and preferences as required; <p>3) Engages with multiple funded programs and across sector silos, including with disability, housing, domestic and</p>	<p>2, 4) Compliance with internal service benchmarks to support older peoples one on one in Western Sydney to access My Aged care and linked to community mainstream supports</p> <p>3-4) Older people and their family and carer report that they are better able to advocate on their own behalf when their action plan is completed and exit interview is conducted. Collect data , monitor implementation and support evaluation.</p> <p>5)Work with FECCA to translate, interpret and produce in language materials, video and radio segments from Co-Design Workshops.</p>
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	<p>family violence services, so the older person receives intersectional information and services; and makes referrals on behalf of the older person as required;</p> <p>4) Reduces structural barriers, including systemic discrimination language, other physical barriers, so the older person can interact effectively with My Aged Care or service providers;</p> <p>5) Supports intercultural communication between My Aged Care, other relevant services and community and participants.</p>	
<p>Older peoples, their family and carer feel empowered through My Aged Care</p>	<p>1) Provides independent, tailored information about ageing in Australia, accessing and using aged care services which is culturally appropriate and sensitive to the intersectional experiences and preferences of the older person, and which uses culturally appropriate and language-specific tools and modalities as needed;</p> <p>2) Explains options and choices available to the older person, their families and carers within the aged care system and service types</p>	<p>1) There is an increase in awareness of My Aged Care services.</p> <p>2-4) Older people(s) report that they are better able to navigate the My Aged care where action plan is completed and exit interview is done</p>

	<p>and responds to individual questions</p> <ol style="list-style-type: none"> 3) Explains to the older person, their families and carers their rights, entitlements and obligations 4) Assists the older person, their families and carers in problem-solving in order to utilise the capacity of the system to meet the older person's intersectional needs and personal preferences in a culturally appropriate way; 5) Provide education and awareness about disability to CALD communities in a culturally sensitive manner 6) Ensure that privacy is respected and personal information is managed in ways that are consistent with relevant legislation 	
<p>Information about My Aged Care are well shared and organised among CALD communities</p>	<ol style="list-style-type: none"> 1) Provide key community touchpoints with information about ageing, aged care system and wider supports. 2) Organise and coordinate community touchpoints to share information about ageing, the aged care system, broader supports 	<ol style="list-style-type: none"> 1) Strategic relationships and networks are formed with community organisations that enhance services to consumers/participants. 2) Deliver 1 Support Navigator Community Briefing Session with community leaders and key touch point

	and how they can support older people of CALD backgrounds	
Well collaborative work with key communities of older people from CALD backgrounds	<ol style="list-style-type: none"> 1) Collaborate with community leaders to effectively engage key communities of older people of CALD backgrounds. 2) Collaborate with other Specialist Support Workers and FECCA to identify shared challenges and potential solutions to engaging, supporting and empowering older people of CALD backgrounds and organising wider CALD communities. 	<ol style="list-style-type: none"> 1) Participate in 1 project implementation workshop with FECCA 2) Referrals to other services are documented and reported 3) MDAA services are promoted to communities, as well as other non-government organizations and government departments
Provide collective advice on quality improvement of accessing MyAged Care	<ol style="list-style-type: none"> 1) Advise on how to improve access, planning and service delivery outcomes for older people of CALD backgrounds. 2) Complete regular reports that will track the progress and challenges relating to engagement. 3) Participate in evaluation activities coordinated by FECCA 4) Submit monthly and quarterly reports to FECCA in a provided format 	<ol style="list-style-type: none"> 1) Participant action plan is prepared in accordance with MDAA policy and procedures and includes information provided by the participant 2) Older people reporting that they are better able to access My Aged Care 3) Provide advice to the FECCA regarding systemic issues raised by older peoples their families and carers 4) Follow up and ensure issues are addressed and registered in the monthly reports

CORE TASKS AND BEHAVIOURS

Core Behaviours refer to those tasks, attitudes and behaviours that apply to all staff regardless of position description or level of responsibility.

KEY RESULT AREAS	KEY TASKS	KEY PERFORMANCE INDICATORS
Organisational Culture	<p>All employees will</p> <ul style="list-style-type: none"> • adhere to the MDAA Constitution, philosophy, policies and procedures including state & federal legislation such as the Disability Services Act; and Disability Services standards • adhere to funding body service agreements and industry standards • use clear and effective communication • act to support volunteers, management and other staff members • contribute to the development and growth of the organization 	<p>An employee can demonstrate familiarity with and apply all relevant regulations and standards to their actions and professional practice.</p> <p>An employee can show examples of written and oral communication that has been clear and effective in achieving a desired outcome.</p> <p>An employee can discuss their contribution to the organisation's goals and objectives and their effectiveness in supporting their colleagues.</p>
Accountability	<p>All employees will:</p> <ul style="list-style-type: none"> • document all work in line with industry standards • undertake the collection of data • perform all reasonable duties requested by the Funding Body, Manager, & Executive Director. • Submit monthly reports on engagement and Quarterly reports on SACC activities provided for CALD people with disabilities 	<p>An employee can produce a written report outlining results achieved from the work plan on a monthly basis.</p>
Teamwork	<p>All employees will:</p> <ul style="list-style-type: none"> • attend staff, team and casework meetings when required • contribute to a positive and cooperative work environment 	<p>An employee can provide examples of engagement with the team including a range of cooperative work practices.</p> <p>Contributions are made to</p>

	<ul style="list-style-type: none"> • follow through on commitments • contribute to housekeeping tasks • Identify media stories focusing on rights and contribute by writing at least one story bi-monthly to MDAA's social media (Facebook and twitter) and the bi-monthly consumer newsletter. • Contribute to the development of resources, fact sheets, issue papers and the Annual Report as necessary. • Attend community meetings to promote MDAA services and raise awareness about the rights of people with disability. 	<p>MDAA resources and newsletter.</p> <p>Input to resources, fact sheets, issue papers and the Annual Report are provided.</p>
Professional Development & Training	<p>All employees will:</p> <ul style="list-style-type: none"> • attend supervision sessions • undertake a yearly staff appraisal • participate in required training and ongoing professional education 	<p>An employee can give examples of improvement in professional knowledge or skills gained through supervision or attendance at training.</p>
Planning and Evaluation	<p>All employees will:</p> <ul style="list-style-type: none"> • Contribute to strategic and operational planning and evaluation • Write and complete work plans in line with the outcomes in the strategic plan. 	<p>An employee can write and implement a work plan that reflects the strategic and operational plans of the organisation.</p>
Continuous Improvement	<p>All employees will:</p> <ul style="list-style-type: none"> • Exercise initiative and regularly discuss improvements to work processes 	<p>An employee can demonstrate adaptation to change or initiation of change in area of expertise.</p>
Work Health and Safety	<p>All employees will:</p> <ul style="list-style-type: none"> • Understand the WHS Policy, and how they can participate and support the implementation of WHS Policy. 	<p>An employee can show that he/she has taken responsibility to identify safety hazards, report & document incidents or exercised duty of care.</p>

Language Skills	All employees will: <ul style="list-style-type: none"> • Use language skills in support and furtherance of all program areas where appropriate 	An employee can show that he/she has used their language skills to assist consumer/participants.

CERTIFICATION

We have carefully reviewed this Position Description and are satisfied that it fully and accurately describes the requirements of the position

EXECUTIVE DIRECTOR

Signature: _____ (Susan Laguna)

Date: _____

I have read this document and agree to undertake the duties and responsibilities as listed above. I acknowledge this profile is only an indicative indication of tasks and understand that I may be required to undertake additional duties and responsibilities from time to time that are not detailed herein, yet within or aligned to my skills set.

SPECIALIST AGED CARE CONNECTOR

Name: _____

Signature: _____

Date: _____