



Position Description

Elder Care Support Officer

Position Title	Elder Care Support Officer
Location	Gympie; with travel required across NCACCH service region/s
Employment Status	Full time; 36 hours p/w
Position Report To	Manager – Aged Care
Position Responsible for	Nil
Remuneration	Dependent on qualifications & experience Salary sacrifice entitlement available Employer contribution to superannuation (12.75%)

NCACCH Background Statement

North Coast Aboriginal Corporation for Community Health (NCACCH) is a not for profit, community-controlled health corporation and is funded by the Australian Government's Department of Health (DoH), Central Queensland, Wide Bay & Sunshine Coast PHN and the Queensland Government Department of Health.

NCACCH is an innovative leader in Aboriginal and Torres Strait Islander healthcare, providing a range of services and programs through its hybrid Brokerage and Aboriginal Medical Service (AMS) model for health service delivery. NCACCH maintains contracts with over 800 primary and allied health professionals across the region.

With the purpose of providing a holistic and comprehensive primary health care service NCACCH seeks to improve health and social outcomes to our community through:

- Provision of access to a full regional network of health care professionals
- Encouraging choice for individual Indigenous community members. And through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between health care service providers as they seek to attract Indigenous clients; and
- Utilising its Aboriginal Medical Service and partnerships with primary healthcare and other specialised services, as a proactive strategy in delivering community wide “Closing the Gap” health status improvement initiatives.

Our Vision: To improve the health and wellbeing of our community through the provision of culturally safe, responsive and inclusive services.

Purpose of the Position

The Elder Care Support Officer is part of the Aged Care team and reports to the Manager – Aged Care Services and at times, takes direction from the Team Lead – Aged Care Services.

The Elder Care Support Officer connects with local Elders, older Aboriginal and Torres Strait Islander people and their families to educate and raise awareness of their aged care entitlements. This role will work closely with the Team Lead – Aged Care Services to assist clients to understand aged care service entitlements, including My Aged Care registration, contractual arrangements and costs to prepare Elders and their families for plan reviews and outcomes. This role also involves building and strengthening service partnerships both internally and externally, while supporting continuity of care across the service continuum and aims to meet and/or exceed the individualised needs of clients and their families.

The NCACCH Elder Care Support Officer is expected to operate with the highest level of integrity, accountability and professionalism in accordance with NCACCHs values and Code of Conduct. In addition, this position will focus on ensuring the efficiency and effectiveness of the organisation's service delivery. They will support continuous improvement through encouraging innovation and best practice, within NCACCHs current quality management systems.

Selection Criteria

Essential:

- Demonstrated knowledge and experience working in the aged care sector
- Experience in the community services field with strong community connections and networks across aged care providers, mainstream supports and community sector
- Experience working with older Aboriginal and/or Torres Strait Islander people
- Excellent and strong relationships with the local Aboriginal and/or Torres Strait Islander community
- Demonstrated ability to communicate, engage and actively contribute to a positive team environment
- Highly organised with the ability to remain calm in high pressured situations, work under pressure and meet deadlines.
- Demonstrated ability to work with, communicate & engage effectively with Aboriginal and Torres Strait Islander peoples, communities and their leaders, respecting traditional culture, values and approaches to business operations.
- Excellent communication, interpersonal skills and experience building & maintaining strong working relationships with a range of internal and external stakeholders
- Strong administrative skills with experience working with a range of systems & applications and the aptitude and willingness to learn other relevant programs as require
- Ability to or willingness to learn how to enter data and/or reporting

Desirable:

- Qualification in Aged Care and/or a health-related field
- Demonstrated understanding of the principles of person-centred care and trauma-informed practice

- Experience working within an Aboriginal Community Controlled Health Organisation (ACCHO), Aged Care Home Support or similar
- Knowledge of local, state, and national health policies, resources, and organisations.
- Understanding of the social determinants of health and how these impact on health behaviours.

Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply

Mandatory Qualifications / Professional Registrations and Licences

- Current C Class Drivers Licence (QLD)
- Current Suitability 'Blue Card' for working with children and young people unless an exempt professional
- First Aid/CPR qualifications

General Role Requirements

- Work out of normal hours of duty, including some weekends, will be required
- Travel across the region will be required

Mandatory Vaccinations

- Full vaccination against COVID-19 as per NCACCH policy. Evidence that is required for this includes myGov record or immunisation history statement.

Position Responsibilities

Aged Care Support

- 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
- Liaise with the aged care team to continuously review and enhance the role
- Support clients and their family to identify and select appropriate aged care service providers, where appropriate
- Support clients and their family to understand contractual arrangements and costs of care, where appropriate
- Provide support for family members in relation to clients' care needs, which may include linking clients to other related services, transfer of care, support through related processes, and information relating to care options and costs, where appropriate
- Building knowledge of local services and organisations clients can utilize
- Engaging with My Aged Care and local assessment staff

Relationship Management

- Foster productive working relationships with other NCACCH staff to enable the delivery of seamless support services
- Actively foster productive working relationships with local networks, government departments, other service providers and suppliers to promote NCACCH and remain abreast of emerging issues relevant to your role / area of responsibility
- Encourage cross-functional collaboration to achieve the best outcome for the organisation and community.
- Actively seek out ways to grow professional networks and relationships with relevant organisations and providers to promote and increase brand awareness of NCACCH

Excellence

- Seek to understand your role in the larger organisation context
- Comply with and contribute to continuous improvement of all NCACCH policies, procedures and processes
- Proactively investigate new perspectives, attitudes and behaviours and take steps to evaluate and improve your own and organisational performance
- Deliver a high level of customer service, including the timely provision of agreed services to clients and other key stakeholders where applicable
- Maintain own competencies and participate in professional development programs
- Participate in scheduled performance development check- ins and review processes

- Contribute to effective team performance which ensures NCACCH continues to deliver the best service to community in line with program specific accreditations and ISO 9001 standards

Safety

- Report any work-related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects
- Use lifting equipment and assistive devices as per guidelines
- Participate in rehabilitation process if injured or ill due to work
- Demonstrate leadership in NCACCH Work Health Safety goals and objectives remaining compliant with WHS Legislation and NCACCH policies and procedures
- Carry out your duties safely in accordance with your ability and competence

NCACCH Values

All employees of NCACCH must carry out their duties and conduct themselves in accordance with the organisation's values, Code of Conduct & policies/procedures. NCACCH values are:

- Transparency
- Safety
- Diversity
- Respect
- Collaboration
- Innovation
- Integrity

Legal Obligation

- All relevant health professionals who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to the Department of Child Safety

Other duties consistent with the position where required and/or requested by your Manager. NCACCH can direct you to carry out duties which it considers are within your level of skill, competence, and training at any time.

Please note that the duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role.

NCACCH reserves the right to vary the Position Description.