



## Employee Position Description

Position Details				
<b>Position Title:</b> Service Connector	<b>Department:</b> Community Access & Outreach		<b>Agreement:</b> Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2024	
<b>Reports To:</b> Manager Community Access & Outreach and Program Manager- Service Connection (healthAbility)	<b>Location:</b> Hawthorn, to Outreach across North East Melbourne.			
<b>Direct Reports:</b> None	<b>Employment Status:</b> Full time Max term June 2026		<b>Classification:</b> SACS WW Level 4 (PP according to experience)	
Position Primary Purpose				
<p>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> <p>The purpose of this role is 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. Service Connectors complement, not duplicate, My Aged Care Channels that provide access support to people who are able to proactively navigate the system for themselves and specifically target seniors who need intensive support who may fall through the gaps.</p> <p>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.</p>				
Decision Making Authority		Key Relationships		
<b>Decisions made independent of Manager</b> <ul style="list-style-type: none"> <li>As per the Delegations of Authority</li> </ul>		<b>Internal</b> <ul style="list-style-type: none"> <li>Manager Community Access &amp; Outreach</li> <li>Service Connection and Customer Service Teams</li> <li>Members of Community Access and Outreach Team</li> </ul>		
<p><i>This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document. PD- Service Connector - Mar 2025</i></p>				
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<ul style="list-style-type: none"> <li>• Negotiate referral pathways internally and externally to ensure people who meet eligibility criteria are identified and supported to access programs</li> <li>• Promote the program via a variety of channels</li> <li>• Screen for eligibility and undertake client assessments for the program</li> <li>• Manage complaints and ensuring compliance with AccessHC grievance process</li> </ul>	<p><b>External</b></p> <ul style="list-style-type: none"> <li>• Program Manager – Service Connection (healthAbility)</li> <li>• Partners</li> <li>• Referral agencies</li> <li>• Stakeholders</li> <li>• Government Representatives</li> </ul>
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<b>Key Accountabilities</b>	
<b>Focus Areas</b>	<b>Responsibilities</b>
<b>Grow referral base</b>	<ul style="list-style-type: none"> <li>• Build key internal and network relationships to ensure the program is accessible</li> <li>• Promote the program to raise awareness amongst community and service networks</li> <li>• Reach into the local community to actively identify and engage with potential clients</li> <li>• Link with intermediaries such as health professionals, aged care and disability professionals, people within the community and voluntary organisations to support contact with potential clients</li> <li>• Develop effective partnerships that provide access to and support client participation in a diverse range of programs and activities</li> <li>• Build and maintain effective working relationships with external organisations, networks and community groups</li> </ul>
<b>Assertive Outreach</b>	<ul style="list-style-type: none"> <li>• Using a trauma informed approach, support clients in successful relationships with service providers</li> <li>• Support people to interact with My Aged Care so they can be screened for eligibility</li> <li>• Explain and guide people through the assessment process</li> <li>• Exploring and establishing different ways to engage and build rapport with potential clients</li> </ul>
<b>Support clients to connect, navigate and access services</b>	<ul style="list-style-type: none"> <li>• Help people find the aged care supports and services they need and connect with other relevant supports in the community</li> <li>• Break down barriers that may impede their access to aged care services</li> <li>• Screen clients to ensure they are eligible for the program</li> <li>• Enable clients to access other relevant supports such as health services, mental health services, social services, housing and homelessness services, AOD and community groups</li> <li>• Supporting clients to understand and navigate service systems</li> <li>• Refer clients to appropriate internal and external services</li> <li>• Engage in trauma informed practice and cultural safety and evidence-based approaches to improving wellbeing</li> </ul>

<b>Ongoing support</b>	<ul style="list-style-type: none"> <li>• High level check-in with clients on a periodic basis and follow up support after service commencement</li> <li>• Provide high level check-ins while clients are waiting on assessments or services to commence</li> </ul>
<b>Record keeping</b>	<ul style="list-style-type: none"> <li>• Maintain accurate records and data as required</li> </ul>
<b>AccessHC Values</b>	<ul style="list-style-type: none"> <li>• Through actions and behaviour, demonstrate AccessHC Values of; <b><i>Collaboration, Respect, Equity, Innovation Quality</i></b></li> </ul>
<b>Governance and Compliance</b>	<ul style="list-style-type: none"> <li>• Act in accordance with AccessHC's policies, procedures and code of conduct.</li> <li>• Maintain updated and valid credentials in accordance with relevant legislation and industry requirement where applicable to the position.</li> <li>• Participate in mandatory training requirements to support the delivery of a safe and effective service.</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>• Act in accordance with health and safety policies and procedures at all times.</li> <li>• All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.</li> </ul>

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<b>Selection Criteria</b>	
<p><b>Mandatory selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Police Check</li> <li>• International Police Check <i>(If lived/work overseas in past 10 years)</i></li> <li>• Working with Children Check</li> <li>• NDIS Worker Screening Check</li> <li>• Current Victorian Driver's license</li> </ul> <p><b>Key Selection Criteria</b></p> <ul style="list-style-type: none"> <li>• Degree in health, social work, welfare work or other relevant qualification</li> <li>• Experience in assertive outreach and engaging with people who are often reluctant to access support services</li> <li>• Experience in supporting clients to understand and navigate service systems</li> <li>• Demonstrated knowledge of trauma informed practice and cultural safety and evidence-based approaches to improving wellbeing</li> <li>• Experience with building and maintaining effective working relationships internally and with external organisations, networks and community groups</li> <li>• Experience in working with clients to identify and support referrals to relevant services</li> </ul>	<p><b>Attributes</b></p> <ul style="list-style-type: none"> <li>• Strong interpersonal skills with the ability to communicate with people from diverse backgrounds and all levels of the organisation</li> <li>• Discretion and tact in dealing with sensitive matters</li> <li>• Demonstrated ability to work collaboratively in a team environment</li> <li>• Strong organisational skills, with demonstrated proficient computer skills in MS Office applications (Word and Excel)</li> <li>• Experience working in community/public health or community-based setting</li> <li>• Proven advocacy and influencing skills</li> <li>• Proven ability develop relationships with hardly reached community members</li> </ul>
<p><i>Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We value the diversity and strength of Aboriginal and Torres Strait Islander cultures and are committed to delivering on our vision for reconciliation through our recruitment and employment practices.</i></p>	
<b>Authorisations</b>	
<p><b>Employee Name:</b>  <b>Signature:</b> _____  <b>Date:</b>    /    /</p>	<p><b>Manager Name</b>  <b>Signature:</b>  <b>Date:</b></p>

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