

The purpose of this position

The purpose of this position is to assist in providing specialist and intensive assistance to help people in the to access aged care and connect with relevant supports in the community. The role supports improved integration between the health, aged care, and other systems at the local level.

About the position

- This position is part of is within Ageing & Carers directorate.
- It's part of the Aged Care Services team.
- This position **reports to** the Team Leader.
- This position allows for flexibility.
- The position is designated Band 7 under the *Schedule of Authorities and Delegations*.
- The position is a: Budget holder Has designated revenue or billing targets.
- This position maybe advertised externally as Aged Care Finder or Aged Care Connector

Key areas of responsibility

- Engage and build rapport with a range of potential clients and local intermediaries to support people to interact with My Aged Care so they can be screened for eligibility for services and referred for assessment.
- Support to explain and guide people through the assessment process including, where appropriate, attending the assessment.
- Support to help people to find the aged care supports and services they need and connect with other relevant supports in the community, including supporting people to:
 - Understand and make an informed choice the different types of aged care supports and services
 - Work through income/means testing, if relevant, and costs (supported from Services Australia)
 - Meet with providers to arrange services (e.g. call and meet providers to review availability.)
 - Connect with other relevant supports in the community, noting that this may occur before they assist a person to access aged care (as well as any other time)
- Check-in with clients on a periodic basis and follow up support once services have commenced to:
 - check that the person is still receiving services and providers are managing any changes
 - provide support where services have lapsed or needs have changed and providers are not taking appropriate action, such as (depending on the situation and the client's wishes):
 - contacting the provider, with the client's consent, and implementing any changes to services
 - supporting the client to interact with My Aged Care so they can be referred for re-assessment and helping them to move to new services and/or providers (as required).
- Work with consumers to undertake comprehensive assessments to develop, implement, monitor and review their client plan using a relationship-centred approach

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- Establish and maintain network relationships with key agencies, other providers, and referral services.
- Attend review meetings, conferences, and consultation meetings.
- Ensure support provided to consumers is well informed, accurate and best meets consumer needs.
- Ensure service provision is in line with TBS practice frameworks, processes, and business rules.
- Establish and maintain positive working relationships with individual consumers, carers and families which reflect consumer directed care principles, their rights, and responsibilities
- Advocate for consumers, their carer's, and families to enable choice and independence and quality of life.
- Document and create reports on client services and client changes
- Advise their manager of any significant changes, concerns, or risks regarding the clients wellbeing

Key outcomes

When things are going well, we would expect to see these outcomes:

- Improved outcomes for aged clients, including improved coordination of support when seeking to access aged care and an understanding of available aged care services and how to access them.
- An increase in rates of access to aged care services and connections with other relevant supports.
- Consumers are supported in living their best lives within their own home for as long as it is safe to do so.
- The needs of those contacting the service are appropriately assessed, with referral to and/or identification of appropriate services

Key Capabilities

Essential criteria

- Relevant qualifications (e.g. social work, human services, aged care, community services or health) and/or relevant experience
- Local community connections with the target population or a specific sub-group within the target population
- Strong administrative skills, including an ability to use and accurately enter information into systems, databases and/or portals
- A current Class C NSW driver's license
- Demonstrated computer skills including Microsoft Office

Key attributes

- A detailed understanding/ability to rapidly attain a detailed understanding of the range of aged care supports and services.
- A commitment to delivering a person-centred approach that respects and responds to each person's individual needs, preferences, values and life experiences
- An ability to communicate effectively and support the needs of people with diverse backgrounds and life experience, including Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse (CALD), and LGBTQIA+ communities

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- Strong problem solving skills

People who know this position say that

People who know this position say the things that might make your day are:

- Witnessing consumers' quality of life improve with the support of staff leading to better outcomes.
- Having consumers choose The Benevolent Society services because they are seen as services of excellence.
- Supporting consumers to be flexible and creative to find solutions to consumers' needs.
- Implementing systems that meet and exceed regulatory and best practice requirements

People who know this position say some key challenges you might experience are:

- Managing stakeholder expectations with limited available resources.
- Managing your own time in an environment with competing priorities.
- Ensuring that you continue to have a strong understanding of the sector in an environment of rapid and broad change within the sector generally

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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| <input type="checkbox"/> Overnight travel/stays. | <input type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input checked="" type="checkbox"/> Evening work. |
| <input checked="" type="checkbox"/> Travel to clients (varied locations). | <input checked="" type="checkbox"/> Special event support. |
| <input checked="" type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input checked="" type="checkbox"/> Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Managers, Deputy Managers, Team Leaders, Home Support Partners

Outside The Benevolent Society:

- Consumers, their families, and carers
- Referral agencies
- Medical and Allied Health Professionals
- Regulatory and Complaint agencies