

The purpose of this position

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

About the position

- This position is part of is within Ageing & Carers directorate.
- This position **reports to** the Team Leader.
- 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 Senior Care Connector / Senior Care Finder

Key areas of responsibility

- Support team members with the management of more complex cases and client service delivery, including support at visits, meetings, documentation and working with team members to resolve more challenging situations.
- Work with clients to undertake comprehensive assessments to develop, implement, monitor and review their client plan and outcomes that identify strengths as well as areas of risk.
- Attend review meetings, case conferences, worker meetings and consultation meetings and ensure appropriate documentation is kept.
- Coach, advise and provide on the job support to Care Connectors to improve client outcomes.
- Support Team Leaders with on-boarding of new team members as it relates to practice.
- Maintain a community and local industry profile and clearly identify and communicate the clients value proposition to ensure growth and reputation of our services.
- Support the Team Leader by conducting regular file audits & checking call recordings.
- Monitor team members and service delivery of team using technology based systems to ensure targets and client expectations can be achieved.
- Work closely with the Manager, and the area management team, to evaluate learning needs and develop a range of solutions to build capability across the team.
- Maintain currency of knowledge and practice and share learnings with the team to improve service delivery.
- Support the senior team with program and process development, review, and implementation
- Ensure support provided to clients is well informed, accurate and best meets client need.
- Establish and maintain network relationships with key agencies, other providers, and referral services.
- Ensure service provision is in line with TBS practice frameworks, processes, and business rules.
- Establish and maintain positive working relationships with individual clients, carers and families which reflect clients directed care principles, their rights, and responsibilities
- Advocate for clients, 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
- Make mandatory reports when assessed as necessary, in consultation with the Team Leader or Manager
- Advise the Team Leader and/or Manager of any performance concerns regarding for assistance in resolving. Formal performance processes will be managed by the Team Leader.

Key outcomes

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

- The way in which we work with complex cases is effective and appropriate support needs are identified.
- Care Connectors and other team members feel supported when working with clients with complex needs.
- Clients are supported in living their best lives within their own home for the entirety of their lives.
- Clients are attracted to The Benevolent Society and have high levels of satisfaction and engagement
- 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.
- Clients 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.
- Referrals are allocated to care connectors in a timely manner.
- Reports are completed monthly within the timeframe, supporting team leader and manager as required

Key Capabilities

Essential criteria

- Relevant tertiary qualifications (e.g. social work, human services, aged care, community services or health) and/or significant relevant experience
- Local community connections with the target population or a specific sub-group within the target population
- A current Class C NSW driver's license
- Demonstrated computer skills including Microsoft Office

Key attributes

- A detailed understanding and ability to source a full 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
- Strong problem solving and administrative skills, including an ability to use and accurately enter information into systems, databases and/or portals

People who know this position say that

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

- Witnessing clients' quality of life improve with the support of staff leading to better outcomes.
- Having clients choose The Benevolent Society services because they are seen as services of excellence.
- Supporting clients to be flexible and creative to find solutions to clients' 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"/> Some 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:

- Clients, their families, and carers
- Referral agencies
- Medical and Allied Health Professionals
- Regulatory and Compliance agencies