

Wellbeing Connector



The purpose of this position

The **purpose** of the position is to support older people who may be experiencing social isolation and/or loneliness by promoting connections to services and support to improve their mental health and wellbeing.

About the position

- This position is part of is within Ageing & Carers directorate.
- It's part of the Ageing team.
- This position **reports to** the Deputy Manager, Ageing.
- This position allows for flexibility.
- The position leads a team. The team includes Home Support Team Members.
- The position is designated Band 6 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 Wellbeing Connector, Ageing Services Connector.

Key areas of responsibility

- Engage and build rapport with a range of potential clients and local intermediaries to support people to engage local community.
- help older people to develop their social support networks, especially those people who are vulnerable and at risk of 'falling through the cracks'.
- Provide face-to-face or telephone assistance for improving social connections and reducing social isolation of older people, particularly those without internet access increase wellbeing of the older people.
- Linking older people with social activities considering their interest of physical and essential needs and recreational support.
- Check-in with clients on a periodic basis and follow up support once older people established the network of wellbeing.
- Work with consumers to undertake comprehensive assessments to develop, implement, monitor, and review their client plan using a relationship-centred approach.
- 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.

The Benevolent Society

Wellbeing Connector



- Advise the Team Leader and 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) would be highly regarded, and/or relevant experience.
- Demonstrated experience leading a small team to maximise outcomes for clients.
- Previous operational experience in Ageing setting including leadership experience.
- Excellent understanding of the service's operating environment.
- Demonstrated understanding of vulnerability and risk indicators relating to the client group of the service.
- Demonstrated experience working with, and/or knowledge of regulatory and compliance frameworks relating to the service.
- Demonstrated understanding of (and experience working with) contemporary theoretical and practice frameworks in area of service delivery.
- Experience in identifying opportunities for and implementing quality improvements within programs or services may help you to succeed (but aren't essential).
- Sound understanding of the principles of integrated service delivery and an ability to undertake a leadership role within an integrated service model may help you to succeed (but aren't essential).

Key attributes

- Demonstrated experience working with, and/or knowledge of regulatory and compliance frameworks relating to the service.
- Demonstrated understanding of (and experience working with) contemporary theoretical and practice frameworks in area of service delivery.

People who know this position say that

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

- Supporting your team to be able to achieve positive, effective outcomes for clients, particularly where the outcome might not be immediately clear.

The Benevolent Society

Wellbeing Connector



- Being able to influence how services are structured and contribute to improving service standards for clients.
- Creating a high performing team who are engaged, satisfied and positive.
- Having clients speak positively about their service or provide great feedback about a member of your team.

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:

- | | |
|--|--|
| <input type="checkbox"/> Overnight travel/stays. | <input checked="" 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 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:

- Other Managers and Team Leaders
- Human Resources, Finance and Business Partners
- Allied Health Professionals
- Learning & Development Business
- Administration Staff

Outside The Benevolent Society:

- Clients
- Families, carers and other stakeholders
- Community Partners
- Other service providers and agencies