



Position Description – Aged Care Navigator & Case Coordinator

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| Title: | Aged Care Navigator & Case Coordinator |
| | Bilingual in one of the following languages: Mandarin, Cantonese, Hindi, Spanish, or Tagalog |
| Hours: | Fixed term part time (0.5FTE) until December 2022 |
| Reports to: | Manager, Strategic Projects |
| Award: | Health Professionals and support services award 2020 |
| | Health Professional Level 3 (\$36.88 - \$41.95 per hour) |

Organisational Background

World Wellness Clinic is a social enterprise multicultural health clinic located at Stones Corner, Brisbane, operated by World Wellness Group Ltd (WWG). The Clinic specialises in providing multimodal health interventions for clients from culturally and linguistically diverse backgrounds, including refugees and people seeking asylum.

As a social enterprise, or a business with a social mission, World Wellness Group Ltd works to improve health equity for all clients, regardless of culture, language or financial capacity, and to assist the most vulnerable members in our community, by engaging them in health services, including specialist psychiatrists, general practitioners, mental health workers (psychologists, social workers, occupational therapists), traditional medicines (acupuncture, massage, yoga) and health promotional activities (group education, personal training, group fitness, Qi gong). World Wellness Group is a registered health promotion charity and all profits are used to fund health services for clients that they are not able to access elsewhere.

Position Objective

Implement the ENCOMPASS CALD Aged Care Navigation Pilot in Brisbane, providing support and navigation to older people from multicultural backgrounds to guide them to aged care supports and services. Specifically, the position is required to:

- Provide individual navigation to older people of CALD backgrounds, including their carers and families
- Provide culturally appropriate tailored information about access to aged care

- Building capacity of older people, their carers and CALD communities on ageing and to engage with the aged care system;
 - Collect data on the barriers affecting older people from CALD backgrounds in navigating ageing and the aged care system, including collecting data
- The Aged Care Navigator & Case Coordinator works independently to deliver the objectives of the program and ensures all administrative, client records, program data and contractual requirements are met at the highest quality.
- The ENCOMPASS program will be delivered by two 0.5FTE staff members.

Organisational Relationships and Accountability

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| Position reports to: | Manager, Strategic Projects |
| Supervision of: | Multicultural Peer Support Workers utilized in the project |
| Internal liaison: | All personnel/staff, including Directors |
| External liaison: | Clients, carers, support workers, aged care services, My Aged Care and government, NGO and private |

OPERATIONAL SERVICE DELIVERY FUNCTIONS

(a) Client service delivery

- a. Maintain a case load of clients to provide navigation, support and education on ageing and aged care
- b. Undertake needs assessments, case plans, case noting and warm referrals to support clients to access appropriate aged care supports
- c. Link clients to My Aged Care and Aged Care Assessment Team services as entry points into the aged care system
- d. Conduct case reviews and close files in accordance with program milestones and requirements
- e. Maintain client records, collect client data and prepare program reports.

(b) Community outreach and development

- a. Conduct briefing sessions with key CALD community leaders and establish a network of 'support navigators'
- b. Implement a co-design process with older people, families and carers to develop community-specific messaging
- c. Produce in-language print, radio and video materials from the co-design process for use in navigation activities



- d. Conduct at least two 'town hall' sessions with older people, touchpoints and health professionals aimed at building capacity and awareness on a relevant health issue, and to raise awareness on ageing and aged care
- (c) Internal and external stakeholder liaison
- a. Participate in internal meetings and team processes
 - b. Participate in the national network of ENCOMPASS Navigators including a community of practice and training sessions
 - c. Facilitate internal and external stakeholder relationships and engagement, including key partnerships
- (d) Safety and Quality
- a. Identify and implement risk management policies and procedures and quality improvement processes
 - b. Practice duty of care including meeting organizational standards and accountability
 - c. Follow program guidelines to ensure participant safety, quality and self determination principles.

KNOWLEDGE, SKILLS, AND ABILITIES

The position will contribute to a workplace culture that is respectful, non-judgmental, inclusive and promotes and upholds human rights. The position will be pro-active and advocate for individuals accessing the program who may require different healthy ageing and aged care supports.

This position will be working with vulnerable individuals and must demonstrate high ethical and professional standards and organisational values at all times.

Qualifications: The successful applicant has qualifications in health/human services, for example Social Work, Human Services, Health Sciences.

Experience: demonstrated experience and track record working in the human service sector, and must be able to demonstrate ability to provide both case coordination (individual intervention) and community development (community level intervention). If the applicant cannot demonstrate both, they must be willing to undertake a Certificate level training at no cost to the applicant, but in their own time (placements and assignments can be done at work).

Knowledge & abilities: The applicant must have high level interpersonal, written, analytical and problem-solving skills and ability to consider and adjust the service to respond to the needs of clients. The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily

- Bilingual, with a fluency in at least one of the following languages: Mandarin, Cantonese, Hindi, Spanish, or Tagalog
- Ability to interact and communicate with a variety of people, both on a one-on-one basis and in meetings and group presentations; must be able to relate to and work with vulnerable and elderly people from a wide variety of multicultural backgrounds.
- Ability to build rapport and trust, assess need and develop a case plan
- Knowledge of the aged care support and human services system
- Understanding of community service networks, informal ethnic community networks, local community knowledge



- Ability to conduct community outreach and engagement to promote the service, build community networks, organise community meetings and utilise community media to disseminate program messaging
- Proficient computer skills, including working knowledge of Microsoft Office Suite, e-mail systems, and web-based programs.



Applicant acknowledgement:

I have read and understood the position description and personal requirements/capabilities that are attached to this position. I declare that I am capable and willing to meet the requirements as indicated and acknowledge the requirements to maintain such capabilities whilst performing this position.

Name: _____

Signed: _____ Date: ____ / ____ / 20__