



## POSITION DESCRIPTION

Position Title: Aged Care Connector (ACC)  
Classification Level: Award Free  
Date of Approval: December 2023

### PART A: POSITION SPECIFICATIONS

#### 1. Operational Management Environment

Mulungu is an Aboriginal Community Controlled Health Service aimed at responding and providing Health and wellbeing services to a designated geographical area within Mareeba and surrounding districts.

Mulungu has three tiers Health Services, Family Services and Corporate Services which deliver appropriate services under the one banner and work in cohesion to deliver outcomes for our communities.

This position will come under the restructuring of Family Services to Community Health Programs which will be responsible for programs delivered outside of health but complimentary to the health and wellbeing of the Community.

#### 2. Purpose of the Position

The Aged Care Connector (ACC) has the primary responsibility of connecting with local Elders, older Aboriginal and Torres Strait Islander people and their families to raise awareness of their aged care entitlements.

The overarching function of the AAC is to ensure that support for clients is organised, sequenced and supported to enable effective access to appropriate aged care services both internal and external to the Mulungu.

The AAC will work closely with the Aged Care Support Coordinator. They will also help determine the level of local demand for aged care services, identify existing aged care services, any service gaps in the area and continue advocacy work with clients as required.

#### 3. Scope of the Position

The program aims to:

(a) Support Elders and older Aboriginal and Torres Strait Islander people to:

- understand the aged care system, including identifying the level of care and services required.

- receive greater local support, linking services with local knowledge, access the right aged care services to meet their needs.
  - engage with all components of the aged care system.
- (b) Reduce barriers across the aged care journey experienced by Aboriginal and Torres Strait Islander people.
  - (c) Increase the number of Aboriginal and Torres Strait Islander people accessing aged care services.
  - (d) Increase the number of Aboriginal and Torres Strait Islander people receiving care on Country.
  - (e) Increase employment and career opportunities for Aboriginal and Torres Strait Islander people.
  - (f) Increase the level of understanding of the needs and experiences of Aboriginal and Torres Strait Islander people in aged care

#### **4. Organisational Structure and Reporting Relationships**

The position reports to the Aged Care Connector who reports to the General Manager Community Services who is a part of Mulungu's Executive Team.

The primary objective of the Executive Team is to ensure high quality infrastructure and business services enabling delivery of culturally responsive care with a systematic, quality focused approach.

#### **5. Duties and Responsibilities**

Within 1 month develop Mulungu's Healthy Ageing Programs and Activity Workplan and Risk Management Plan.

To deliver on Mulungu's Healthy Ageing plan by actively engaging and connected Aged Care clients to programs and support services.

As the Aged Care Connector, you will deliver Mulungu's healthy ageing programs, projects and initiatives at a local level. This role is based in Mareeba whilst servicing the surrounding districts of Atherton, Kuranda and Chillagoe regions.

You will partner with local stakeholders to enhance healthy ageing and person-centred health and ageing services and facilitate quality improvement in aged care and primary health care services guided by community needs as well as local, regional and national strategies.

Key to your success will be to assist the Aged Care Connector the building of productive relationships with stakeholders and facilitating integrated care across acute, residential, primary health care and community settings to influence older persons' services to adopt person-centred interdisciplinary models of care and digital health initiatives.

Achieving this will require you to not only focus on primary health service provision but also on the environmental, social and cultural determinants of health which support communities to live their best lives.

Develop and deliver local place-based communication campaign that aligns with NACCHO's national communication resources.

The position is responsible, with the Aged Care Support Coordinator, for the smooth coordination and delivery of the Elder Care Support Program.

- active community outreach to promote aged care services, identify and engage with potential clients.
- support clients to identify goals and needs to ensure they get the appropriate level of care and services, which can include referrals to other specialised services and support.
- supporting clients aged care needs through internal referral processes.
- assist clients with advocacy and support throughout the My Aged Care registration and review processes.
- Provides support to enable client access to appointments.
- Liaises with the aged care team to continuously review and enhance the role.
- Building knowledge of local services and organisations clients can utilize.
- Engaging with My Aged Care and local assessment staff.

Monitor and deliver reporting to ensure contractual and organisational compliance – quantitative and qualitative data presented monthly, quarterly, and in response to CEO request.

### Key Performance Indicators (KPIs)

- 100% Completion of MAC Learning training modules within required timeframes
- >1 month Development of Mulungu's Healthy Ageing Programs and Activity Workplan
- 100% Engagement with Elders in target Group
- 100% Accurate reports delivered on time – monthly, quarterly, and on request,
  - registered eligible ECS clients into the MyAged Care portal monthly
- Register Mulungu in MyGov Aged Care Portal within 1 month of commencement and (after the completion of modules) and registration as the MyGov Aged Care Agent
- Aged Care Connector(s) has undertaken training with jurisdictional affiliate within 1 month of commencement (*no later than 3 months*)
- 80% active client engagement with Health Checks, Care Plans, Team Care Arrangements and Reviews
- ECS staff attend and provide evidence of in QC:
  - Bi-Monthly Jurisdictional ECS Community of Practice Meetings and
  - Quarterly National ECS Community of Practice Meetings
  - Yearly Annual Jurisdictional Yarning Circle
- 100% participation in the Independent National Monitoring and Evaluation program

## PART B: PERSON SPECIFICATIONS

### 1. Qualifications

- No qualification is required for this role. However, a qualification in community services and Aboriginal mental health first aid is desirable.

## **2. Skills, Knowledge and Abilities**

- Knowledge of local Aboriginal and Torres Strait Islander culture and understanding of Indigenous history and cultural lifestyles and strong relationships with the local Aboriginal & Torres Strait Islander Community.
- Excellent communication (written and verbal), consultation, negotiation, leadership and coaching skills,
  - ◇ Particularly interpersonal skills, with the ability to build trust with community.
  - ◇ Good record management, data collection and reporting capability.
- Demonstrated understanding of the principles of person-centered care and trauma-informed practice.
- An understanding of how to assist and support clients to access services, reduce service complexity and confusion.
- Experience in the community services field with strong community connections and networks across aged care providers, mainstream supports and community sector.
- Ability to work autonomously and be a self-starter, with a high degree of initiative and problem-solving skills across multiple sectors.
- Experienced in working in a team environment that is open and transparent, with a person-centered focus.

## **3. Standards of Practice**

- Demonstrated ability to maintain professional standards of practice in the delivery of safe client care
- Demonstrated understanding of working within an evidence-based framework
- Demonstrated commitment to ongoing professional development of self and others.

## **4. Mandatory Requirements**

- Possession of a current 'C' Class Driver's License (Queensland)
- Must have, or be able to obtain, a Working with Children Blue Card
- Must be willing to undergo an Australian Federal Police check

**PART C: SELECTION CRITERIA**

- SC 1 Experience managing a team and delivering against a set of KPIs.
- SC 2 Good knowledge and understanding of the local Aboriginal & Torres Strait Islander ageing community and issues impacting on Elders.
- SC 3 Demonstrated interpersonal and communication skills and ability to engage with multidisciplinary teams and individuals.
- SC 4 Demonstrated ability to plan, develop, coordinate, manage and evaluate programs for improving Indigenous health and wellbeing, within a Community Controlled framework.
- SC 5 Demonstrated knowledge of contemporary human resource management practices and Workplace Health and Safety.

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The preceding information is an accurate statement of the requirements and employment of this position, at this time.

Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_  
(Chief Executive Officer)

I have read and understand the duties and requirements of the position as described in this position description and agree to be employed under such conditions and the relevant Award.

Employee's Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_