



POSITION DESCRIPTION

Position Title	Elder Care Support (ECS) Connector
Reporting to	EGM or delegate
Liaises with internally	All employees
Liaises with externally	Government and Non-government agencies, community, clients.
Purpose of the position	The ECS Connector 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 ECS Connector 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 SCMSAC. The ECS Connector will work closely with the ECS 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
Selection Criteria	Essential Criteria • A sound knowledge of Aboriginal/Torres Strait Islander communities and relevant organisations within Shoalhaven • Experience working with Aboriginal and Torres Strait Islander people • Good communication and interpersonal skills, with the ability to build trusting relationships in community • Demonstrated understanding of the principles of person-centred care and trauma-informed practice. • Experience working with older people. • Understanding of the internal ACCHO services available to clients. • Knowledge of or willingness to learn about the aged care landscape. • 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-centred focus. • Ability to or willingness to learn how to enter data and reporting. • Current Working with Children Check, Working with Vulnerable People Registration and National Police History Check. • Current NSW Driver's License and willingness to travel overnight in regional and interstate areas if required.

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	- Being vaccinated against Covid-19 is a requirement of this role, to ensure that SCMSAC fulfils its WHS obligations. The incumbent must remain up to date with current ATAGI (Australian Technical Advisory Group on Immunisation) national advice regarding vaccines and booster shots or, provide evidence exemption eligibility. Desirable Criteria - Aboriginality*.
Behaviours Required	- Innovative and strategic thinking - Client focused - Solutions driven - Honesty and Integrity - Self-motivated
Organisational Values	- Deliver excellence through quality service provision, collaboration and measuring outcomes. - Be passionate, caring and respectful in everything that we do. - Be a socially responsible, culturally supportive presence in each of our communities. - Be creative and flexible in our responses to community needs, listen and learn so that we can do things better. - Deliver quality evidence-based services with financial integrity to achieve sustainability and measurable outcomes. - Contribute to shared learning through research and partnerships.
Key Performance Indicators	Day to Day / General - Pre assessment support, which may include supporting clients to identify available services and access pathways. - 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. - Support 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. - Supporting clients through the aged care assessment process, which may include briefing assessors, involvement in assessment interviews,

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	collaboration with assessors to develop appropriate support plans, and reviews of support plans. • Support clients and their family to identify and select appropriate aged care service providers. • Support clients and their family to understand contractual arrangements and costs of care. • Support clients in care planning with aged care service providers to ensure the client's care and safety needs will be met. • Advocacy to ensure client care and cultural needs are being met, and to address any issues with service providers. • Provide support for family members in relation to clients' care needs, which may include linking clients to other related services, transfer of care, support through related processes, and information relating to care options and costs. • Attend relevant meetings. Be punctual, prepared, and ready to participate. • Actively participate in monthly documented support and supervision sessions. • Participate in relevant annual performance reviews. • Other duties as reasonable directed by the CEO or delegate. Communication and Collaboration • Maintain client confidentiality. • Communicate in a professional and respectful manner. • Report matters in line with SCMSAC's Notifiable Events Policy. • Participate in decision-making and joint problem solving. • Build positive partnerships, both internally and externally. Information Technology • Utilise IT Systems and equipment in line with SCMSAC policy and procedure. • Collect and analyse data, specific to your role. Continuous Quality Improvement • Actively participate in organisational continuous quality improvement initiatives. • Actively participate in the implementation of outcomes from program quality audits. • Ensure that you are familiar with agency and program accreditations and your obligation to uphold these in your day to day role. Child Safety

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	- Adhere to mandatory reporting requirements in line with SCMSAC Child Protection and Child Safety Policy and Procedure. - Complete centralised mandatory ROSH reporting process in line with SCMSAC Child Protection and Child Safety Policy and Procedure. Workplace Health and Safety - Adhere to WHS obligations as outlined in our WHS Policies/Procedures. - Comply with relevant PPE requirements for your role. - Report all incidents, hazards and risks in line with SCMSAC Policy and Procedure.

**Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.*

Employee Acceptance

I, _____, accept this description is an accurate statement of the duties, responsibilities and other requirements of the job. I have read and understood this document and agree to undertake the duties and responsibilities as listed.

_____ Name/Role	_____ Signature	_____ Click to enter date Date
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