



POSITION DESCRIPTION

Position Title	Elder Care Support (ECS) Coordinator
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 Coordinator will work closely with the Aged Care Connector to support identified clients, whilst providing day-to-day support and supervision, ensuring quality and timely services are provided in line with organisational policies and procedures. The duties of the ECS Coordinator may vary depending on the specific needs of the customer. The ECS Coordinator will support clients to understand their aged care service entitlements, supporting identified clients to navigate access to appropriate local aged care support services. They will provide advocacy and support to ensure clients receive a culturally safe assessment, including My Aged Care registration, contractual arrangements, and costs, and will help ensure elders and their family are well-prepared for plan reviews and outcomes.
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 • Excellent communication and interpersonal skills, with the ability to build trust with community. • Demonstrated understanding of the principles of person-centred care and trauma-informed practice. • Understanding of how to assist and support clients to access services, reduce service complexity and confusion. • Sound understanding of My Aged Care and operational guidelines. • Good record management, data collection and reporting capability. • 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.

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	- Experienced in working in a team environment that is open and transparent, with a person-centred focus. - 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. - 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. - Supporting clients through the aged care assessment process, which may include briefing assessors, involvement in assessment interviews, 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.

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	• 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. • Building knowledge of local services and organisations clients can utilize. • Engaging with My Aged Care and local assessment staff. • Actively build partnerships which enhance health promotion activities and facilitate collaborative action • Incorporate evaluation into the planning of health promotion programs • Collect and enter data daily regarding program activity development and delivery. • Support the social health needs of clients by assisting clients to complete relevant paperwork as required for their treatment. • Attend relevant meetings. Be punctual, prepared, and ready to participate. • Conduct monthly documented support and supervision with each direct report, ensuring this is saved on relevant personnel file and uploaded to HR3. • Lead and 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.

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	- 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 - 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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