



Position Description

Wesley Aged Care Navigator Service Case Worker

Community and Family Care

January 2023

Agreement

Signed – Regional Manager

Signed – Employee

Date

Date





Case Worker

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

2. Overview of Community and Family Care

Wesley Mission’s Community and Family Care teams build resilience and strengthen capacity in the local communities where we work. We will provide front line care to people (within NSW) who seek our services on voluntary basis. We will support people using trauma-informed person-centred approaches in a holistic manner. We will actively seek to “Do All the Good We Can, By All the Means We Can, In All the Ways We Can,” for the whole of community. We are committed to local communities, the traditional owners, the new arrivals, the local people and Wesley’s meaningful presence within the local space. We are committed to finding ways to support and address the local un-met need. We will identify and respond to hidden and emerging needs in our local communities.

The main areas in Community and Family Care are:

- Child and Family services
- Youth AOD
- Multicultural services
- Young Healthy Minds
- Family Preservation
- Escaping Violence Program
- Youth Services
- Specialist Homelessness Services
- Financial Counselling
- GambleAware services
- Emergency Relief
- Mums and Kids Matter
- Getting it Together
- ParentsNext
- Executive Management team



3. Overview of role

The purpose of Wesley Aged Care Navigator service, is to provide specialist and intensive support to help people understand and access aged care and connect with other relevant supports in the community

The caseworker will provide assertive outreach to older people who face barriers in accessing aged care and are vulnerable, marginalised, or disadvantaged. Target population include those experiencing:

- Communication barriers including language
- Cultural barriers,
- homelessness, or risk of homelessness
- identify as LGBTI,
- identify as Aboriginal or Torres Strait Island.
- Veterans
- Remote and rural residence
- Financially disadvantaged
- People who are care leavers
- Parents separated from their children by forced adoption or removal

Eligibility – people must meet the following requirements

- *Need help with one or more everyday tasks and be aged*
- *65years or older (50yrs or older for Aboriginal or Torres Strait Islander people*
- *50yrs or older (45yrs or older for Aboriginal or Torres strait islanders people) on a low income and homeless or at risk of being homeless*

The Aged Care navigator is responsible for high-quality person-centred services that deliver independent information and support to people who need assistance to access and understand the aged care system

4. Relationships

Reports to: Team Leader

5. Major role responsibilities

5.1 Our clients

- Improve outcomes of people in the targeted population.
- provides specialist and intensive assistance to help people in the care finder target population to understand and access aged care and connect with other relevant supports in the community
- Provide assertive outreach to communities with targeted groups
- addresses the specific local needs of their region in relation to aged care support
- continues development of a strong knowledge base of the aged care systems
- collects data and information to support an evaluation of the aged care program
- support and promote continuous improvement of the program



- support improved integration between the health, aged care and other systems at the local level
- Provide quality client support and advocacy in line with service agreement
- Provide assessment and casework assistance
- Provide carefinder support in home and within community
- Where needed provide transportation to clients to achieve case work outcomes
- Assess, monitor and review client outcomes
- Provide culturally appropriate support to clients
- Promote Wesley Mission's principle of joined up thinking and practice

5.1.1 Performance Measures

- 45% service delivery recorded under reportable hours
- 25% service delivery is recorded as Assertive Outreach
- 90% of post surveys are completed
- 80% client report a positive outcome
- evidence of priority target group accessing services
- evidence of quality partnerships and increased cross referrals across sector
- evidence that all clients receive a trauma informed and culturally appropriate service
- evidence of proactive program planning for assertive outreach
- effective research for designated funded area

5.2 Our people

- complete Wesley Mission induction and orientation program and mandatory training
- attend and participate in regular support meetings and team meetings, communities of practice
- attend and participate in annual Employee Contribution & Development process
 - continue tracking achievement of goals, documenting your progress on the Employee Contribution & Development template
- commit to a continuing process of personal self-development, training and skills acquisition
- work with leadership team to develop, implement, maintain and consistently review an evidence informed practice model
- ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- attend Life of the Mission events as advised by supervisor – there is an expectation that all staff will attend Wesley's Thanksgiving Service on the first Sunday in December
- be a part of creating a team culture of support and respect
- promote and ensure adherence to Wesley Mission brand
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- regularly report to your supervisor on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings

5.2.1 Performance Measures



- successfully achieved induction and orientation and mandatory training
- attendance at Wesley Thanksgiving Service and other Life of the Mission events
- engaged with new practices, policies and procedures
- 90% attendance line support and team meetings

5.3 Our operations

- ensure the reputation and integrity of Wesley Mission is maintained at all time
- ensure client files are up to date and maintained in relevant databases
- Attend all teammeeting and action allocated refferals in line with policy and procedure
- contribute to program performance monitoring through reporting systems leading to measurable accountability as required by Family and Community Services
- advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, ensuring brand compliance and use of correct templates
- contribute to reviewing internal systems including policies and procedures to ensure more efficient and effective methods of delivery and to ensure continual improvement
- contribute to evaluation and quality improvement of programs
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with, during employment. Perform WHS tasks as directed by supervisor
- embrace new developments and technological innovations including CRM and Carelink+, relevant to Wesley Mission's work
- maintain industry specific standards and ISO9000 standards as per Wesley Mission's quality assurance policies
- promote the grievance procedure to all clients and respond in line with the Wesley Mission Grievance Procedure.

5.3.1 Performance Measures

- regular reporting requirements are met
- 95% client files achieve compliance status during random file audit
- increased number of referrals received from other organisations
- achieved working knowledge of:
 - funding specifications and guidelines
 - Wesley Mission employee handbook
 - relevant policy and procedures

5.4 Our financials

- commitment to proactively plan and managing client brokerage budget in order to minimise over or underspends at the end of financial year.
- ensure all allocated Wesley resources are maintained and serviced as required
- commitment to retaining current funding through working within funding guidelines and providing a best practice service
- proactively seek new funding opportunities



5.4.1 Performance Measures

- Wesley resources are well maintained including centres, vehicles and other equipment
- evidence of proactive program planning and reduced over/underspend
- Current funding maintained
- Credit Cards reconciled each month
- All spending has been approved prior to purchase.

6. Professional responsibilities

- as directed, other activities to support the delivery of the Wesley Community and Family Care Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality



7. Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem-solving skills
- displays unconditional positive regard during all workplace interactions
- confident professional attitude with strong initiative
- displays emotional maturity and resilience
- passion for supporting vulnerable and in need individuals
- dedication to developing strong relationships with local community
- willingness to learn and accept feedback

Essential criteria

- Tertiary qualification, in a related field, e.g., aged care, community care, social work, allied health, nursing and/or demonstrated professional experience working with clients to deliver a community-based service within the aged care sector.
- Demonstrated high-level understanding of My Aged Care systems and processes (including aged care assessments) and a sense of aged care services.
- At least 2 years' case work experience working with vulnerable clients with complex needs
- Demonstrated experience working across a range of service providers developing and maintaining professional relationships and networking across organisations and service systems.
- Demonstrated commitment to supporting the needs and rights of people from diverse backgrounds, e.g., Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse communities, people from Lesbian, Gay, Bisexual, Transgender and/or Intersex communities, and those from rural/remote communities.
- understanding of trauma informed care and culturally appropriate practice
- High-level communication and administrative skills, including collecting, recording, and reporting data aligned with key performance indicators.
- ability to work effectively in a team environment as well as independently



- understanding of WH&S issues and risk management for client home-based care and during transport of clients
- willingness to affirm Wesley Mission's vision, mission and values
- current NSW or National driver's license
- Fully Vaccinated against COVID19

- Successful applicant will need a Working with Children's Check & National Criminal Record Check.

- First Aid Certificate or willingness to obtain



Attachment A

Social and community services employee level 5

Characteristics of the level

- A person employed as a Social and community services employee level 5 will work under general direction from senior employees. Employees undertake a range of functions requiring the application of a high level of knowledge and skills to achieve results in line with the organisation's goals.
- Employees adhere to established work practices. However, they may be required to exercise initiative and judgment where practices and direction are not clearly defined.
- General features at this level indicate involvement in establishing organisation programs and procedures. Positions will include a range of work functions and
- may involve supervision. Work may span more than one discipline. In addition, employees at this level may be required to assist in the preparation of, or prepare the organisation's budget. Employees at this level will be required to provide expert advice to employees classified at a lower level and volunteers.
- Positions at this level demand the application of knowledge which is gained through qualifications and/or previous experience. In addition, employees will be required to set priorities and monitor work flows in their area of responsibility which may include establishing work programs in small organisations.
- Employees are required to set priorities, plan and organise their own work and that of lower classified staff and/or volunteers and establish the most appropriate operational methods for the organisation. In addition, interpersonal skills are required to gain the co-operation of clients and staff.
- Employees responsible for projects and/or functions will be required to establish outcomes to achieve organisation goals. Specialists may be required to provide multi-disciplinary advice.

Responsibilities

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

- responsibility for a range of functions within the organisation requiring a high level of knowledge and skills;
- undertake responsibility for a moderately complex project, including planning, co-ordination, implementation and administration;
- undertake a minor phase of a broader or more complex professional assignment;
- assist with the preparation of or prepare organisation or program budgets in liaison with management;
- set priorities and monitor work flow in the areas of responsibility;
- provide expert advice to employees classified at lower levels and/or volunteers;
- exercise judgment and initiative where procedures are not clearly defined;
- understanding of all areas of computer operation to enable the provision of advice and assistance when non-standard procedures/processes are required;
- monitor and interpret legislation, regulations and other agreements relating to occupational health and safety, workers compensation and rehabilitation;
- undertake analysis/design for the development and maintenance of projects and/or undertake programming in specialist areas. May exercise responsibility for a specialised area of computing operation
- undertake publicity assignments within the framework of the organisation's publicity and promotions program. Such assignments would be of limited scope and complexity but would involve the co-ordination of facets of the total program including media liaison, design and layout of publications/displays and editing;
- operate as a specialist employee in the relevant discipline where decisions made and taken rest with the employee with no reference to a senior employee;



- undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation;
- plan, co-ordinate, implement and administer the activities and policies including preparation of budget;
- develop, plan and supervise the implementation of educational and/or developmental programs for clients;
- plan, co-ordinate and administer the operation of a multi-functional service including financial management and reporting;
- where the prime responsibility lies in professional services, employees at this level would undertake at least some of the following:
 - under general direction undertake a variety of tasks of a specialised and/or detailed nature;
 - exercise professional judgment within prescribed areas;
 - carry out planning, studies or research for particular projects including aspects of design, formulation of policy, implementation of procedures and presentation;
 - provide reports on progress of program activities including recommendations;
 - exercise a high level of interpersonal skills in dealing with the public and other organisations;
 - plan, develop and operate a community service organisation of a moderately complex nature.

Requirements of the position

Some or all of the following are needed to perform work at this level:

Skills, knowledge, experience, qualifications and/or training

- knowledge of organisational programs, policies and activities;
- sound discipline knowledge gained through experience;
- knowledge of the role of the organisation, its structure and services.

Prerequisites

- relevant degree with relevant experience;
- associate diploma with substantial experience;
- qualifications in more than one discipline;
- less formal qualifications with specialised skills sufficient to perform at this level; or
- attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.

Organisational relationships

- work under general direction;
- supervise other employees and/or volunteers.

Extent of authority

- exercise a degree of autonomy;
- control projects and/or programs;
- set outcomes for lower classified staff;
- establish priorities and monitor work flow in areas of responsibility;
- solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.