

ENCOMPASS MULTICULTURAL AGED CARE CONNECTOR HEALTH AND FAMILY SAFETY

The Australian Refugee Association (ARA) is a community-based South Australian organisation that provides settlement support for people of refugee and migrant backgrounds. ARA's programs offer support in the areas of settlement, migration, employment, education, accommodation, health and disability, family wellbeing, in addition to mentoring new and emerging communities.

The Australian Refugee Association promotes a holistic approach to the needs of refugees and sees the final goal of settlement as full participation in the social, economic, cultural, and political life of Australia while maintaining security of personal, family and community identity.

ARA employs staff to achieve the full range of its objectives. All staff are expected to be aware of and responsive to the needs of the organisation as well as the requirements of their own Job Description.

1. REPORTING RELATIONSHIPS

- Reports to the Team Leader – Health and Disability Services.
- Accountable to the Manager – Health and Family Safety, Manager – Community Programs
- Works closely with
 - Team Leader Health and Disability
 - Encompass Multicultural Aged Care Connector/s
 - ARA Bi-cultural Case Managers
 - Project Support Officer (ILC)

KEY RESPONSIBILITIES

The Encompass Multicultural Aged Care Connector will organise and coordinate community touchpoints to share information about ageing, and the aged care system. As well as improve awareness and knowledge for older people from culturally and linguistically diverse (CALD) backgrounds, their carers and family about ageing and aged care services in the Northern Adelaide Metro region.

Program Development

- Engage and build relationships with and between key community leaders/touchpoints and the wider community
- Provide independent, tailored information about ageing in Australia, accessing and using aged care services, which is culturally appropriate
- Support intercultural communication between My Aged Care, other relevant services and community and participants.
- Reduce structural barriers, including systemic discrimination language and other physical barriers.

POSITION DESCRIPTION

- Develop a case plan for the older person based on an assessment of their needs including their family and carers, with attention to culturally appropriate communication.
- Empower by providing information, options, and choices available to the older person, their families and carers within the aged care system and service types.
- Collaborate with other specialist support workers and FECCA, identify shared challenges and potential solutions to engaging, supporting, and empowering older people of CALD backgrounds and organising wider CALD communities.
- Advise on how to improve access, planning and service delivery outcomes for older people of CALD backgrounds.

General Conduct

- Employ effective internal communications.
- Participate in regular supervision sessions with Team Leader.
- Provide services in accordance with organisational policies, procedures, and service models.
- Assist senior management staff with special projects as requested.
- Work closely and collaboratively with other staff and volunteers as appropriate.
- Keep accurate and timely records of services, case notes and employment outcomes.
- Take responsibility for own time management, planning and organisation of work.
- Seek continuous improvement to ensure services are provided efficiently and effectively.
- Maintain confidentiality and privacy of client information.
- Ensure services are culturally sensitive and appropriate.

Stakeholder Engagement

- Collaborate with key stakeholders to effectively engage with older people from CALD background and wider CALD communities
- Collaborate with other specialist support workers and FECCA, identify shared challenges and potential solutions to engaging, supporting, and empowering older people of CALD backgrounds and organising wider CALD communities
Participate in expos, forums, and conferences as appropriate and relevant to promote ARA services.
- Participate in internal team and staff meetings for the purpose of sharing information and reporting on new opportunities.
- Attend meetings with other service providers as relevant.

Reporting

- Complete regular reports that will track the progress and challenges relating to engagement.
- Support the Manager/s and Team Leaders with the preparation of reports for funding bodies in accordance with specified timeframes, service performance targets and expected project outcomes.
- Notify the Manager/Team Leader of potential business opportunities arising from stakeholder engagement.
- Prepare reports related to participants and or program issues as requested.
- Provide accurate timesheets and mileage records to the Manager for approval.

POSITION DESCRIPTION

- Report any significant issues or concerns to the Manager immediately.

2. PERSONAL CRITERIA

Required:

Qualifications

- A relevant tertiary qualification (Community Services, Aged Care and or Disability) is a prerequisite unless the equivalent knowledge has been attained through lesser qualifications and/or significant experience gained from previous appointments.
- Current Australian Driver's license.

Experience & Knowledge

- Experience in the implementation of projects in the community services sector
- Experience in working with older people, families, and their carers from culturally and linguistically diverse backgrounds including those with special needs.
- Experience in developing and maintaining internal and external partnerships.
- Excellent communication skills both written and verbal.
- Experience working with marginalised and vulnerable people.
- Experience working within a multicultural service environment.
- Experience using Microsoft applications and database systems.
- Knowledge of refugee needs and South Australian settlement services and projects.
- Knowledge of the barriers faced by people from refugee background and/or people who are aging.
- Knowledge of current SA settlement services and projects relevant to people from refugee background.
- Awareness of government policies and contemporary service models relevant to community services.
- Understanding of multicultural and cross-cultural issues.

Desirable:

Personal Capabilities:

- Ability to develop effective relationships with between My Aged Care, other relevant services, community, and program participants.
- Ability to deliver outcomes in accordance with ARA policies and funding requirements.
- Effective 'lateral thinking' problem solving and decision-making.
- Ability to work in cooperation and consultation with other ARA staff members as well as external providers, partner organisations and funding bodies.
- Ability to source new opportunities and build partnerships with relevant stakeholders.
- High level of written and verbal communication skills including the ability to liaise, negotiate and advocate.
- Sensitive and highly attuned client based interpersonal and relationship development skills.
- Ability to work autonomously to meet deadlines and display flexibility in response to changing circumstances and priorities.
- Ability to work under pressure and prioritise competing needs and demands of clients.

POSITION DESCRIPTION

- Ability to identify and research resources and services available to client group.
- Ability to manage own time, set priorities, plan and organise work.
- Effective 'lateral thinking' problem solving and decision-making.
- Ability to handle difficult conversations and situations.
- Ability to manage cross-cultural interpersonal issues.
- Ability to work in cooperation and consultation as a member of a team.
- Strong ethical practices with a specific commitment to:
 - ARA Service Principles
 - Equal Opportunity and Anti-discrimination
 - Work Health & Safety
 - Client-oriented service provision.

3. WORK HEALTH & SAFETY RESPONSIBILITIES

- Compliance with Agency WHS policies and procedures.
- Active promotion of safe work practices in the workplace.
- Reporting of all hazards, incidents and actions taken to prevent accidents.
- Maintenance of a safe working environment in all locations.

4. SPECIAL CONDITIONS

- Must have evidence of Australian residency or current working Visa.
- Must have DHS Working with Children Check, updated every five years.
- Must have a Vulnerable Person Related Employment Screening, updated every three years.
- Must have or be willing to obtain a 'Safe Environments for Children and Young People' Certificate and keep this current.
- Must have or be willing to obtain a 'Provide First Aid' Training Certificate.
- Must be willing to participate in training and development opportunities as part of continued professional development.
- Must hold a current driver's license.
- Must own a roadworthy vehicle that is registered and has minimum third party property insurance and be able to use this for work purposes.
- While the primary location for this role will be the ARA office at Salisbury, the successful candidate must be willing to travel to various locations within the metropolitan area as requested.
- Must be willing to participate in occasional after-hours work.

POSITION DESCRIPTION



5. ACKNOWLEDGEMENT

Signature: _____

Signature: _____

Employee Name: _____

Manager Name: _____

Date: _____

Date: _____

