

<b>Job title:</b> Positive Ageing Navigation & Support Officer	
<b>Classification:</b> Band 5	<b>Effective Date:</b> July 2023
<b>Reports to:</b> Team Leader Positive Ageing Navigation & Support	<b>Tenure:</b> Permanent

### About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



### CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

#### Collaboration

We work flexibly together to achieve outcomes and solve problems.

#### Respect

We actively listen, value diversity and care.

#### Excellence

We adapt, respond, learn and grow.

#### Accountability

We take responsibility and follow through on our promises.

#### Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

## Goal Statement

This position provides information on services, supports and opportunities available to older people in Whitehorse. The position assists older people navigate the aged care system and promotes opportunities for older people to age positively and participate in community life including volunteerism and intergenerational activities.

## Key Responsibilities

### *Position Specific Responsibilities*

- Provide accurate advice to older people and carers in relation to aged care system navigation and local social connection opportunities.
- Develop and maintain an up-to-date services information resource by conducting research about the aged services sector, government policy and local social connection opportunities.
- Provide triage for older people with specific challenges or vulnerability indicators.
- Engage with relevant internal and external stakeholders to build partnerships to promote the Service and extend its reach to those who will benefit.
- Complete and maintain accurate client records that comply with the Victorian Privacy and Data Protection Act 2014 and statistical data
- Contribute to evaluation activities including documenting and analysing quantitative and qualitative data.

### *Corporate Responsibilities*

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

## Accountability and extent of authority

Budget: Nil

Staff responsibility: The position may supervise volunteers and/or students on placement.

- Provide advice to the Team Leader regarding progress, findings and recommendations regarding change, operational performance and/or further inquiries.
- Accountable for the quality, effectiveness, cost and timelines of programs, projects or work plans under your control and for the safety and security of assets being managed.
- The effect of decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes.
- Provide support and assistance to more senior employees subject to standards, procedures and the understanding that the quality of decisions and actions will have an impact upon the performance of the employees being supported.
- Ensure all employees/students under direction are trained in safe working practices and are made aware of all health, safety and wellbeing policies and procedures.

## Judgement and decision making

- Apply judgement and problem-solving skills in meeting the requirements of the position.
- Conduct short term support activities when required, including identifying duty of care for clients at risk in collaboration with supervisor.
- Actively keep abreast of developments within, and give guidance and advice to older people and carers about access to:
  - My Aged Care suite of programs or other funded programs with respect to the needs of older residents and carers; and
  - Local resources and services that provide choices and self-determination for older people.
- Decisions and recommendations for access to appropriate services are determined within established guidelines.
- The objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives.
- Problems are often complex or technical in nature with solutions not related to previously encountered situations and some creativity and originality is required.
- Guidance and counsel may be available within the time available to make a choice.

## Specialist knowledge and skills

- Demonstrated ability to provide support to navigate the aged care service system.
- Working knowledge of person centred, and strengths-based identification that focuses on the development of solutions which promote social inclusion.
- Facilitate integrated service coordination to assist individuals to access relevant and appropriate services.
- Competence in the use of Microsoft suite of applications and the ability to utilise electronic client management system.
- Ability to recognise vulnerable clients who may have a range of complexity indicators that require specific assessment or service responses.
- Contribute to the development of evidence-based data that can inform evaluation activities.
- Demonstrated knowledge of industry practices and experience of research and contribution to the development of policy and the implementation of plans/policy.
- Understanding of long-term goals of the Unit and the relevant policies, regulations and precedents of both the Unit and the wider organisation.
- Provide direction and structured training or on-the-job training to supervised employees or groups of employees/volunteers.
- Active desire and interest in continuous improvement and ability to look for efficiencies and value add activities to support strong customer experience.
- Knowledge of current Victorian and Commonwealth aged care policy directions.
- High level cultural competency with diversity awareness.
- Bi-lingual skills would be an advantage.

## Management skills

- Demonstrated ability to plan, prioritise and organise own work to achieve specific objectives effectively and efficiently.
- Be self-motivated and work with minimal supervision once tasks are allocated and understood.
- Attention to detail, with demonstrated understanding of professional standards of practice.
- Solve problems through discussion, innovation, research, negotiation and teamwork.
- Understanding of and the ability to implement personnel policies and practices including those related to occupational health and safety and employee/volunteer training and development.

## Inter-personal skills

- Demonstrated ability to communicate complex concepts and processes in a way that is easy to understand, as it relates to navigating the aged-care system.
- Experience liaising with counterparts in other organisations to discuss specialist matters and with Council employees in other functions to resolve intra-organisational issues.
- Maintain professional relationships with clients, their families and carers, colleagues, volunteers, contractors and external and internal service providers including government departments, and allied health providers.
- Deliver person-centric customer service excellence.
- Strong verbal and written skills including experience of writing reports within field of expertise to prepare of external correspondence of a non-routine nature.

## Qualifications and experience

- Diploma (or equivalent) in health, social services or related field and relevant experience in the field of specialist expertise.
- Knowledge of the industry/sector and practices including intake/triage.
- Previous experience liaising with diverse stakeholders and providing specialist advice.
- A valid driver licence.
- Satisfactory National Criminal History Check.

## Other skills and attributes

- Ability to maintain resilience and support when working within a challenging operating environment.
- Comfortable undertaking work in a new or developing environment.
- Ability to make just and reasonable responses to people's needs, unbiased by personal values.
- Excellent customer service skills.
- Well-developed understanding of the environment in which Local Government operates.
- On occasion, and by pre-arrangement, the incumbent may be required to attend meetings that occur outside standard hours of work.
- This position may require work to be performed at different work locations relevant to organisational requirement.
- The employee may be directed to carry out duties within the limit of their skills, competence and training, provided that such duties are reasonable and do not promote the narrowing of their skill base or opportunity for development.

## Key Selection Criteria

1. Diploma (or equivalent) in health, social services or related field and/or demonstrated knowledge of and experience in providing information, linking, and advocacy for older people.
2. Demonstrated skills in supporting people to understand information and options relating to the aged care system, and in accessing services and supports of their choice.
3. Demonstrated capacity to actively contribute to continuous quality improvement of a service in response to organisational change, changes in policy contexts or other practice related issues.
4. Ability to manage time effectively including planning, organising and prioritising workloads to meet deadlines.
5. Demonstrated ability to engage and communicate with a range of audiences and for a range of purposes, verbally and in writing.
6. Demonstrates organisational values and behaviours.

## Physical and Functional Requirements

### PHYSICAL FUNCTIONAL DEMANDS (POSTURE AND MANUAL HANDLING)

Manual Handling Demand	Specific Tasks	Frequency/Duration of performance of task per day	Assessor: Can candidate perform demand (Y/P/N)?	Comments
<b>Standing</b> Tasks involve standing in an upright position.	<ul style="list-style-type: none"> <li>Meeting with Council officers. Including review, display and sorting of documents</li> </ul>	Occasional		
<b>Squatting</b> Tasks involve bending at the knees and ankles, full squat and semi squat posture.	<ul style="list-style-type: none"> <li>General tidying of area</li> <li>Accessing cupboards</li> </ul>	Sometimes performed  Sometimes performed		
<b>Kneeling</b> Tasks involve bending at the knees and ankles.	<ul style="list-style-type: none"> <li>General tidying of area</li> <li>Accessing cupboards</li> </ul>	Sometimes performed  Sometimes performed		
<b>Walking</b> Tasks involve walking on even/uneven surfaces.  Tasks involve walking up/down steep inclines.	<ul style="list-style-type: none"> <li>Regular short distances &lt; 50m, Trolley used when appropriate to aid in manual handling</li> </ul>	Sometimes performed		
<b>Lifting (Floor to waist)</b> Tasks involve raising, lowering or transferring objects ( $\leq 9\text{kg}$ ) from one position to another, using the hands.	<ul style="list-style-type: none"> <li>Collecting, returning hard copy files</li> <li><b>Short distances, stable load &lt; 5kg</b></li> </ul>	Sometimes performed		
<b>Lifting (Between waist and shoulder)</b> Tasks involve raising, lowering or transferring objects ( $\leq 9\text{kg}$ ) from one position to another, using the hands.	<ul style="list-style-type: none"> <li>Collecting, returning hard copy files</li> <li>Short distances, stable load &lt; 5kg</li> </ul>	Sometimes performed		

<b>Manual Handling Demand</b>	<b>Specific Tasks</b>	<b>Frequency/Duration of performance of task per day</b>	<i>Assessor: Can candidate perform demand (Y/P/N)?</i>	<i>Comments</i>
<b>Reaching forward</b> Tasks involve forward reaching with the arms extended.	<ul style="list-style-type: none"> <li>• General tidying of area</li> <li>• Accessing cupboards</li> </ul>	Occasional  Once per day		
<b>Pushing/Pulling</b> Tasks involve pushing objects away from the body or pulling objects towards the body (also includes striking or jerking).	<ul style="list-style-type: none"> <li>• Movement of objects, documents and other equipment at workstation</li> </ul>	Occasional		
<b>Hand/arm dexterity</b> Tasks involve use of hands and arms like wrist and/or elbow flexion and extension (i.e. typing, stacking).	<ul style="list-style-type: none"> <li>• Photocopying of documents</li> <li>• Using the telephone</li> <li>• Preparation of correspondence</li> </ul>	Daily, intervals across 7.6 hours  Up to 7.6 hours a day, head set offered, supplied phone headsets recommended  Occasional		
<b>Handwriting</b> Tasks that require the production of written material to record or communicate information.	<ul style="list-style-type: none"> <li>• Note taking</li> </ul>	Occasional		
<b>Keyboard duties</b> Task involve sitting at workstation and using computer.	<ul style="list-style-type: none"> <li>• Data Entry, emails, Phone interaction, reports, correspondence etc</li> </ul>	Daily, intervals across 7.6 hours		



### COGNITIVE AND PSYCHOSOCIAL DEMANDS

Psychological Demand	Required to perform roles and responsibilities of the job? (Tick appropriate option)				Assessor: Can candidate perform demand (Y/P/N)?	Comments
	Unlikely	Possible	Occasionally	Regularly		
<b>Adaptability and flexibility</b> Ability to work effectively in the midst of change or rigid constraints. Adapts to changing needs, conditions and work responsibilities.				✓		
<b>Decision making</b> The ability to work effectively when analysing problems, organising information, resolving issues or generating solutions.				✓		
<b>Degree of Self-Supervision</b> The ability to work effectively without supervision.				✓		
<b>Exposure to Confrontational Situations</b> Ability to work effectively when confronted by an individual or encountering confrontational situations requiring the employee to take action.			✓			
<b>Problem Solving and Analysis</b> The ability to work effectively at solving problems and analysing situations and information.				✓		

### PHYSICAL FUNCTIONAL DEMANDS (SENSORY)

Sensory Demand	Required to perform roles and responsibilities of the job?			Assessor: Can candidate perform demand (Y/P/N)?	Comments
	Always	Often	Never		
<b>Vision</b> Tasks involve use of eyes as an integral part of task performance e.g. looking at computer screen, keyboard, etc., peripheral vision.	Necessary in order to effectively and safely perform roles and responsibilities.				
<b>Hearing</b> Use of hearing is an integral part of work performance e.g. telephone enquiries.	Necessary in order to effectively and safely perform roles and responsibilities.				
<b>Smell</b> Tasks involve the use of smell as an integral part of the task performance e.g. working with chemicals.			Needed in some instances to effectively and safely perform roles and responsibilities.		
<b>Touch</b> Tasks involve the use of touch integral to task performance.	Necessary in order to effectively and safely perform roles and responsibilities.				

**Mandatory Personal Protective Equipment:**

- May be required at times.