

## Position Description

### Aged Care Navigator

<b>Job Title</b>	Aged Care Navigator
<b>Position Purpose</b>	To develop and provide aged care navigation services as part of a national trial, with a particular focus on people who face barriers to accessing care and support.
<b>Reports to</b>	Program Coordinator Aged and Community Care
<b>Term of Employment</b>	July 2021 – December 2022
<b>Classification/ Salary</b>	SCHCADS Level 5 Pro Rata 0.8FTE
<b>Hours of work</b>	4 days per week
<b>Location</b>	Cairns and Hinterland (home office or other as negotiated)
<b>Key Relationships</b>	COTA Queensland Staff and Management, External Stakeholders

#### **ABOUT COTA QUEENSLAND**

COTA Queensland, a member of the COTA Federation is a for purpose registered charity committed to advancing the rights, needs, interests and futures of people as we age.

Our vision is that ageing in Queensland is a time of possibility, opportunity and influence.

We recognise the impact of systemic inequalities, disadvantage and discrimination on some Queenslanders as we age and are committed to speaking out on these issues to achieve our vision.

We work with older people, community organisations, service providers, peak agencies, researchers, Governments at all levels, and the COTAs around Australia to inform, advocate, and influence.

We advocate through membership of advisory committees, public statements, submissions, and support programs from other organisations that align with our objectives.

COTA Queensland is a values-led organisation and is committed to the principles of diversity, anti-discrimination and equal opportunity.

#### **ABOUT THE AGED CARE NAVIGATOR TRIAL**

COTA Queensland is one of the partners in the COTA Australia Aged Care Navigator Trial Consortium. This stage of the trial is an opportunity for trial partners to both shape and inform:

- the development of the new permanent Navigation Workforce (aka Care Finders), and
- how the provision of information and support is provided to older people across Australia.

The Trial continues to have three broad goals:

- The provision of Navigator services to people who are hard to reach
- To reflect on what works and what does not in the provision of such services, in particular what is required to successfully find and engage with this group of people
- To report on the trial activities to inform policy and practice

## **ABOUT THE POSITION**

The aim of the Aged Care Navigator position is to develop and trial an outreach model in the Cairns and Hinterland area which could be potentially replicated in other areas. The Navigator will be based in Cairns or the Hinterland. COTA Queensland's office is located in Brisbane. As such, the position will be supervised remotely.

## **KEY RESPONSIBILITIES**

- Provide a range of supports from the provision of basic information and referral to individual assistance for people with complex needs to access aged care services.
- Proactive outreach to people who experience barriers accessing aged care services.
- Work with a range of stakeholders to develop referral pathways and relationships within the local communities.
- Deliver group information sessions.
- Maintain appropriate case notes and records.
- Complete reporting requirements as identified for trial and participate in reflection sessions.
- Meet regularly with COTA Queensland's Program Coordinator Aged and Community Care.
- Utilise Customer Reference Management (CRM) system and other data capture software.

## **KEY SELECTION CRITERIA**

- Demonstrated experience in the aged care, health, disability or related human services sector.
- Demonstrated experience in providing support to individuals especially those who are more vulnerable or isolated.
- Knowledge of aged, health and community services and supports in Cairns and surrounding areas.
- Effective interpersonal, communication and stakeholder engagement skills.
- Demonstrated organisational skills and initiative including the ability to prioritise competing responsibilities, tasks and opportunities.
- Experience in capturing and reporting quantitative and qualitative data.
- A tertiary qualification in a relevant discipline.

## **ESSENTIAL CRITERIA**

- A current Queensland driver's licence.
- Reliable well-maintained registered and insured vehicle.
- Ability to work from home or an alternative flexible location.

## **DESIRABLE CRITERIA**

- Knowledge and experience of the aged care system.
- Experience working with older people.

## **AUTHORITIES**

- Nil

### **More about the Position**

The Aged Care Navigator position is paid according to Level 5 in the SCHCADS Award Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010 [MA000100].

COTA Queensland is a public benevolent institution which enables successful candidates to salary package for tax benefits.

COTA Queensland's head office is in Brisbane. The Aged Care Navigator position is located in Cairns and the Hinterland.

### **HOW TO APPLY**

Applications should include:

1. A cover letter of no more than 2 pages addressing the Key Selection Criteria listed above, within the context of the Key Responsibilities and the aims of the Aged Care Navigator Trials. Please also include how you heard about the position, and your availability/start date if successful.
2. A CV of no more than 3 pages.

Please email applications to [applications@cotaqld.org.au](mailto:applications@cotaqld.org.au) by **18 July 2021**.

We expect to conduct interviews early the following week.

For further information on the position, please contact Sherryn Davies on [applications@cotaqld.org.au](mailto:applications@cotaqld.org.au) or phone 0457 650 762.