

Title	Elder Care Connector
Location	Dalby or Chinchilla or Oakey or St.George
Site Responsibility	Dalby or Chinchilla or Oakey or St.George
Reports to	General Programs Manager (PM) as per organisational chart

DOCUMENT PURPOSE

This Position Description (PD) and Performance Review document outlines the expectations of the Employer based on core duties of the Employee (it is not a detailed record of every task and duty). This document may be modified from time to time to ensure the goals and objectives of the organisation are met.

Sections 1 to 4 list responsibilities of the Employee to create accountability and maintain optimal organisational performance. Reference will be made specifically to this position, along with responsibilities of all Employees (irrespective of their role).

Sections 3 to 5 of this document will be appraised within the first six months of employment (the qualifying period) and annually. The indicators on how the Employee will be appraised are located in the Service Plans/Activity Plans relating to this position.

KEY DOCUMENTS / AUTHORITIES:

- Goondir Service Plans / Activity Plans;
- Goondir Organisational Chart;
- Goondir Delegations Register;
- Goondir Succession Plan;
- Certification Standards (ISO and AGPAL against RACGP Standards);
- Funding agreement compliances; and
- Internal and external evaluation and reporting requirements including LogiQC, the Performance Dashboard and the National KPIs/OSR reporting frameworks.

AT COMMENCEMENT OF POSITION / INDUCTION

☐ Acknowledgement between Employee and Employer of role expectations and responsibilities

Date: _____ Staff Name & Initial: _____

Supervisor Name & Initial: _____

(Copy to be retained on personnel file)

PERFORMANCE REVIEW

Date Review Conducted: _____ ☐ Qualifying ☐ Annual Appraisal

Review Period: _____ to _____

We confirm the appraisal process including ratings and training plan developed:-

Employee Name: _____ Signature: _____

Supervisor Name: _____ Signature: _____

HR Manager Name: _____ Signature: _____

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1 SCOPE OF POSITION (Summary / Overview of Position Requirements)

1.1 The position is responsible for connecting with local elder, older Aboriginal and Torres Strait Islander people and their families to raise awareness of their Elder care entitlements. The overarching function of the ECC is to ensure that support for clients is organised, sequenced, and supported to enable effective access to appropriate Elder care services both internal and external to the ACCHO. The ECC will work closely with the Elder Care Support Coordinator. They will also help determine the level of local demand for Elder care services, identify existing Elder care services, any service gaps in the area and continue advocacy work with clients as required; the PM will demonstrate high levels of professionalism and integrity and applying high moral and ethical standards to ensure confidentiality is always maintained.

The position also requires:

- 1.2 Coordination of activities across the service region;
- 1.3 Cultural Awareness & Understanding the Organisations Mission, Vision, Values and Objectives;
- 1.4 Travel across the Goondir South West region of Queensland and elsewhere as required by Employer;
- 1.5 May be subject to health screening test and/or drug and alcohol testing, pre-employment history checks, criminal history check;
- 1.6 Compliance with Working with Vulnerable Persons checks;
- 1.7 Being available for on call or after-hours services (if rostered);
- 1.8 Professional presentation.

☐ Reviewed at Performance Review/Appraisal - Date: _____ Staff Initial: _____ Supervisor Initial: _____

2 QUALIFICATIONS AND EXPERIENCE (Skills, Licences and Knowledge requirements of Position)

Position Specific:

- 2.1 Tertiary Education i.e. Certificate/Diploma in Community services and/or Aboriginal Mental Health First Aid;
- 2.2 First Aid and/or CPR Certification.
- 2.3 Working with Children Suitability Notice (Blue Card) and/or Police Check.
- 2.4 A current Queensland C class open drivers' licence; and/or
- 2.5 A current Drivers Authorisation,

All Employees

- 2.6 Registration with External Certifying Body: Nil for this position.
- 2.7 This is an indigenous identified positions.
- 2.8 Ability to undertake training/ professional development to maintain professional knowledge and skills, as detailed in the Training and Professional Development Plan and as otherwise identified.
- 2.9 Ability to participate in organisational in-service sessions or external professional development or workshops.
- 2.10 Competent in use of general office equipment - Computer, Telephone, Bizhub (photocopying, faxing, scanning).
- 2.11 Use of LogiQC Quality Management System to undertake key compliances of role and to value add to the organisation through internal reporting of Incidents, Feedback, Improvements and Repairs (internal training and mentoring will be provided).

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3 KEY PERFORMANCE INDICATORS (KPI's) OF THIS POSITION

Qualifying Period and Annual Performance Review Rating Scale 1 Not Achieved 2 Partly Achieved 3 Achieved 4 Beyond Expectation	Insert Rating: 1 2 3 or 4		Comments and/or Actions: (where gaps in evidence or assessment are identified)
	Employee	Line Manager	
3.1 Responsible for meeting KPIs in the following Pillars of Governance: Elder Care Services Activity Plan (At Performance Review Appraisal - evaluation assessment using the reporting proforma).			
3.2 Active community outreach to promote Elder care services, identify and engage with potential clients			
3.3 Support clients to identify goals and needs to ensure they get the appropriate level of care and services, which can include referrals to other specialised services and support.			
3.4 Support clients' Elder care needs through internal referral processes.			
3.5 Assist clients with advocacy and support throughout the My Aged Care registration and review processes.			
3.6 Provide support to enable client access to appointments			
3.7 Liaise with Elder care team to continuously review and enhance role.			
3.8 Undertake other duties within your scope of practice and must make all attempts and endeavours to improve the service(s) that you deliver or help deliver as directed by your Supervisor or allows you to perform your positional roles and responsibilities efficiently and effectively.			

☐ Reviewed at Performance Review/Appraisal - Date: _____ Staff Initial: _____ Supervisor Initial: _____

RESPONSIBILITIES / KEY PERFORMANCE INDICATORS FOR ALL EMPLOYEES

Qualifying Period and Annual Performance Review Rating Scale 1 Not Achieved 2 Partly Achieved 3 Achieved 4 Beyond Expectation	Insert Rating: 1 2 3 or 4		Comments and/or Actions: (where gaps in evidence or assessment are identified)
	Employee	Line Manager	
4.1 Confidentiality of all Service, Employee and Client information.			
4.2 Abide by Goondir's Code of Conduct & Policy and Procedures contributing to quality, safety and risk work culture			
4.3 If nominated in the Delegations Register, Succession Plan or as an Identified Leader, accountability for tasks and responsibilities			
4.4 Use and contribution to LogiQC Quality Management System (QMS) (report of closed, outstanding tasks at Appraisal)			
4.5 High standard of records management (data entry, data cleansing, archiving, reporting) to meet regulatory, standards and/ or reporting requirements and timeframes.			
4.6 Attend internal and external meetings as nominated/required and sharing of key information			
4.7 Maintain communication on key matters to your area(s) of responsibility that may have an impact on the organisation			
4.8 Engagement with Internal and External Stakeholders, including contribution to marketing on Goondir Website / Facebook			
4.9 Contribution to local and whole team including undertaking additional duties as directed by Supervisor.			
4.10 Work Behaviour - Personal Presentation, Workplace Cleanliness, Punctuality, Respect, Productivity, Dependability, Attendance (run absenteeism report)			

☐ Reviewed at Performance Review/Appraisal - Date: _____ Staff Initial: _____ Supervisor Initial: _____

4 PROFESSIONAL DEVELOPMENT PLAN AND/OR ACTION PLAN

Knowledge / Skill / Training or Action Required	Training Provider or Actioning Officer	Cost (include itemised course fees, travel & accommodation)	Date Scheduled (HRM adds to LogiQC training register)	Training Completed (Yes/ No)
Does the PD require any changes? ☐ No ☐ YES (highlighted above)				

Additional comments (if any, include commendations)
Employee:
Supervisor:
General Comments:

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