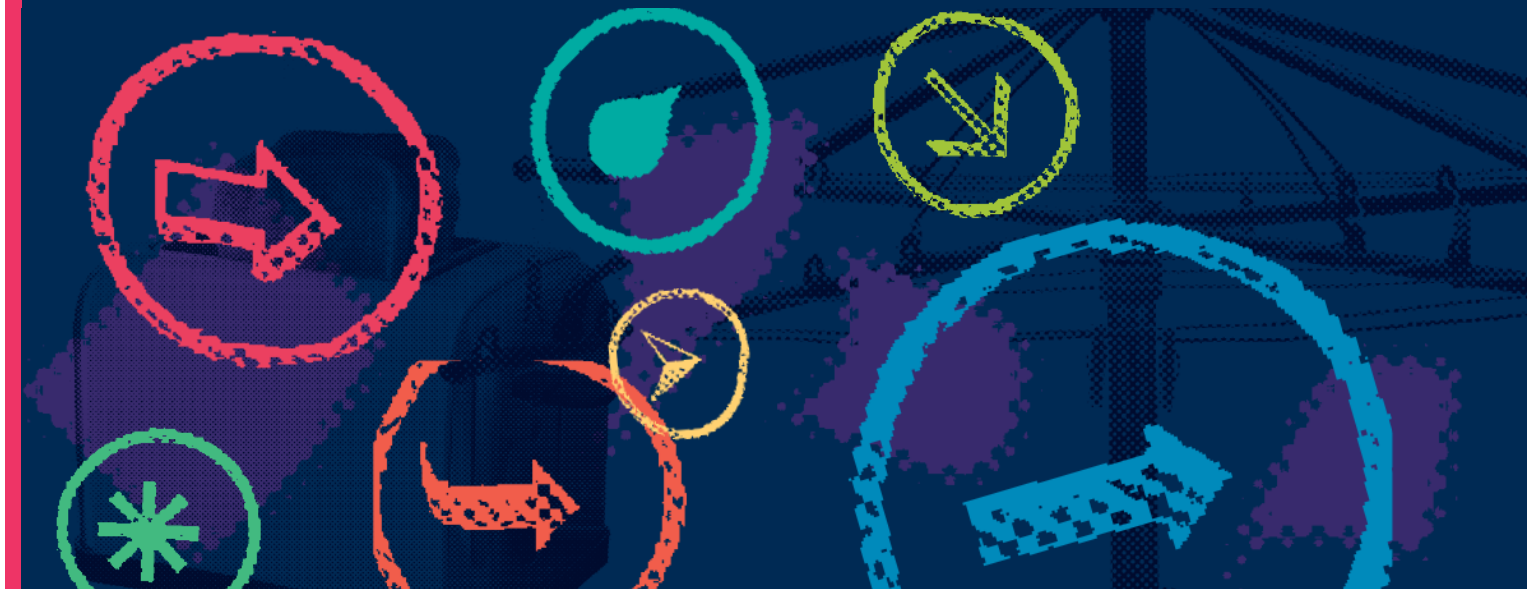


# Aged Care Navigator Carefinder Program



## Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

## Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

## What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in supportive, informed, safe, and respectful manner.

## Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

## Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

## Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

# Position Overview

## Position Title

Aged Care Navigator

## Team

Carefinder

## Reports to

Team Leader

## Line Manages

Nil

## Employment Status

Full time, fixed Term

## Hours of Work (per week)

38

## Classification/Award

Level 4/5

## Talkin

Team Leader

## Based at

West End

## Backup when absent?

Carefinder Team

## Carefinder Program

The Carefinder Program is a part of consortium comprised of Micah Projects, Communitify Queensland and Queensland Positive People that targets people who have one or more reason for requiring intensive support to interact with My Aged Care, access aged care services and/or other relevant supports in the community.

Aged Care Navigators provide specialist and intensive assistance to help people understand and access aged care and connect with other relevant supports in the community.

The Program intends to achieve the following outcomes for people:

- Improved coordination of support to access aged care.
- Improved understanding of aged care services and how to access them.
- Improved openness to engage with the aged care system.
- Increased rates of access to aged care services and connections with other relevant supports.
- Increased rates of staying connected to the services they need post service commencement.
- Improved integration between the health, aged care, and other systems at the local level.

# Position Description

## As an Aged Care Navigator you will...

work as part of the Health and Services Integration Cluster to advocate for and support individuals so that they are empowered to access appropriate resources, opportunities and aged care services within the community.

### Interactions and Relationships

#### External

- Primary Health Networks
- Communitify QLD
- Queensland Positive People
- My Aged Care
- Health and Aged Care Services

#### Internal

- Lotus Support Services
- Inclusive Health and Wellness Hub
- Other Micah Projects Teams

#### Partnerships

- Communitify QLD
- Queensland Positive People
- Primary Health Networks

### Key Responsibilities

- Assist individuals to understand My Aged Care and support opportunities available to them.
- Conduct assertive outreach to engage and build rapport with potential participants.
- Undertake holistic assessment of individuals to assess their needs and access supports.
- Establish and maintain relationships with organisations to improve participant access to aged care and specialist services and resources.
- Maintain participant relationships throughout the duration of support and provide relevant support until services are in place.
- Proactively engage service providers with participants to ensure services meet needs.
- Work closely with other funded care finder organisations to ensure all potential participants are appropriately supported.
- Accountable and responsible for making sure that organisational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures.
- Commitment to child and vulnerable adult safeguarding.
- Perform other duties as assigned by Supervisors.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011.

# Key Challenges

## Key Challenges of the role includes....

- While performing the duties of the role, you may be working with people with varying degrees of trauma and/or under the influence of substances which may result in signs and symptoms of frustration, distress, and elevated behaviour responses.
- Ability to negotiate with emotionally heightened people, using de-escalation skills.
- Exposure to distressing or sensitive information.
- Ability to navigate shiftwork.
- Managing a workload with deadlines and competing commitments and priorities which require negotiating and re-prioritising own work.
- Managing a multidisciplinary team, each with competing needs and priorities, while being able to meet operational requirements.
- Ability to undertake physical activities involved in a community-based environment including lifting, bending, squatting, pushing, pulling, trunk twisting, kneeling, standing, driving, and sitting for a duration.
- Biological Hazards – contact with body fluids, bacteria, infectious diseases.

# Criteria and Conditions

## Criminal History Screening

- National Police Certificate    Blue Card  
 Yellow Card    APHRA Registration

## Driver's License

- Essential    Desirable

## Travel

- Essential    Desirable

## Assets Provided

- Work Computer    Work Phone    Pool Vehicle    Packaged Vehicle

## Essential

- Demonstrated commitment to upholding child and vulnerable adult safeguarding principles.
- Relevant certificate, diploma or tertiary qualification and extensive experience, or a combination of experience, expertise, and competence.
- Demonstrated knowledge and experience of working with people who have experienced disadvantages.
- An understanding of assertive outreach and trauma informed care.
- Demonstrated ability, and commitment, to work collaboratively within a team and with external stakeholders.

- Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, Microsoft products.
- A positive attitude, and the ability to work flexibly and proactively in a team environment and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace.

## Desirable

- Previous outreach experience working in a community-based organisation.
- Knowledge of the aged care system.

## General Conditions

- All employees are to practice the values of Micah Projects, as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check, as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

# Acknowledgement

**I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects**

**Employees Name** \_\_\_\_\_

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_

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**Document History**

**Version Number** 01

**Original Date** October 2017

**Revised Date** March 2023

