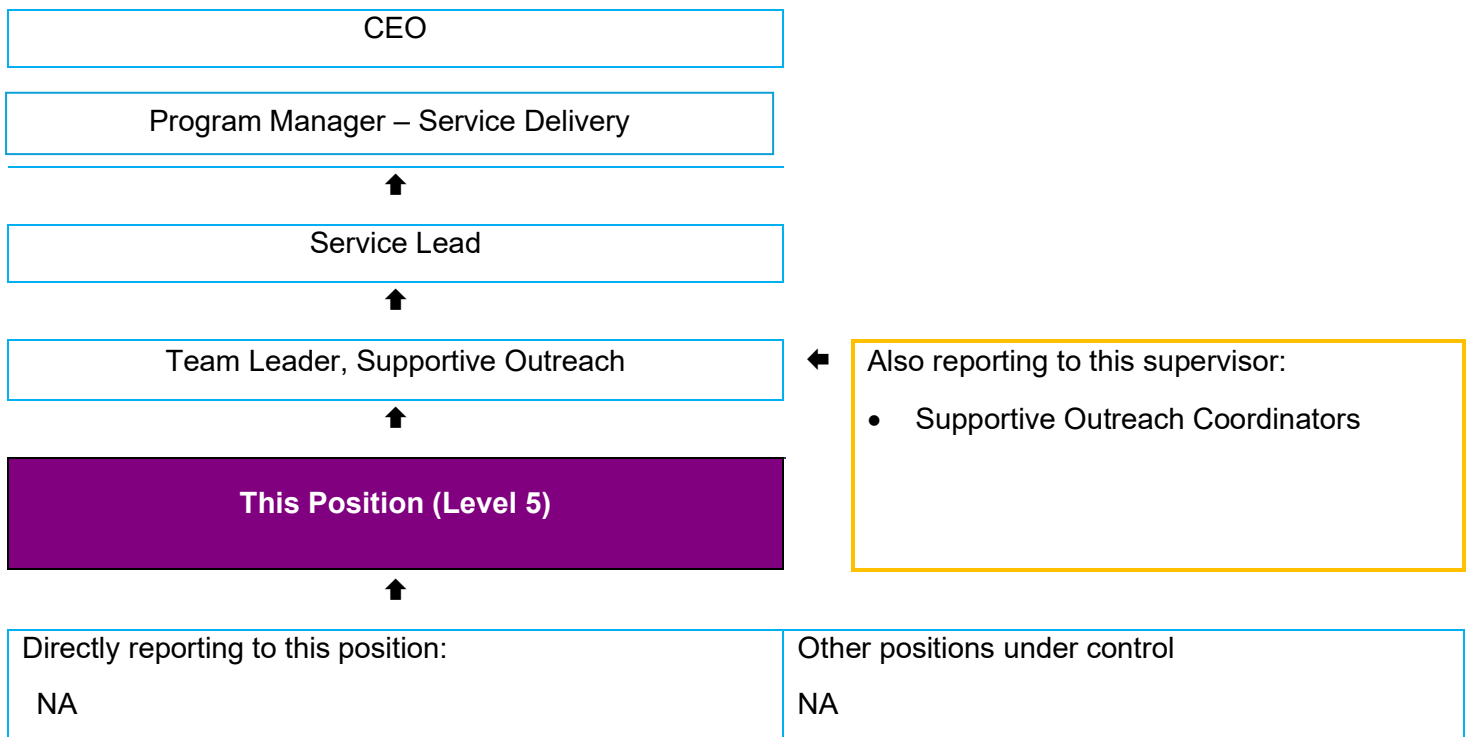


Job Description

Supportive Outreach Coordinator

Reporting Relationships



Organisation

Advocare is a leader in addressing the rights of older people and elder abuse. For nearly 30 years we have proudly helped older Western Australians access the right supports, information and protections available to them.

Team

You are a key part of the service delivery team dedicated to providing information and support to vulnerable older people in Western Australia. The service delivery teams offer face to face support and referral into nearby aged care and community services, supporting continued engagement and connection to these services. One element of our entire Advocare Team has in common, is the belief in Social Justice – that human rights do not diminish with age.

Position Overview

The primary responsibility of the Supportive Outreach Coordinator (SOC) is to provide specialist and intensive

assistance to help people within the care finder target population to understand and access aged care and connect with other relevant supports in the community. The role will include approved travel within our designated service delivery area and involves phone and direct (face to face) client contact to deliver information and assistance to engage aged care services.

SOC's will be expected to deliver information sessions on assertive outreach activities to community groups, specifically targeting vulnerable older Western Australians.

The success of the program relies on stakeholder and relationship management, and it is expected that SOC's will have strong community stakeholder networks and knowledge/ relationships with client support services, including but not limited to mental health, legal aid, drug and alcohol services, housing and homelessness support, community groups.

The position reports directly to the Team Leader, Supportive Outreach and works collaboratively with the Programs Team and wider Advocare team to further Advocare's objectives.

Our Vision, Purpose and Values

Reflecting our organisational values in every aspect of your role is integral.

Our Vision

A society where older people are safe, empowered and cherished.

Our Purpose

To transform lives and communities through education, collaboration and advocacy, supporting older Western Australians to live the lives of their choice.

Our Values

Integrity - We will act with integrity to support an environment of honesty, confidentiality and mutual trust.

Empowerment - We will work with you to ensure you are well informed to make your choices and we will also advocate with and for you.

Social Justice - We are here to protect the rights of older people. Human rights do not diminish with age.

Equity - We will support all older people, respecting the diversity of our community.

Accountabilities

Your specific accountabilities include these aspects.

Organisation

- Actively engage and contribute to Advocare's vision, purpose and values.
- Comply with internal policies and procedures including: The Advocare Code of Conduct, Workplace Health and Safety legislation including any regulations or Codes of Practice, the *Disability Services Act 1986* (Cth) and the *Equal Opportunity Act 1984* (WA).
- Effectively represent Advocare in external forums and partnership meetings, within the context of role.
- Actively collaborate and support all Advocare programs to achieve our shared goals and meet contractual objectives, fostering a unified approach across the entire organisation.
- Undertakes training/professional development and shares learning.

Team

- Respect others within a professional setting, including for their own choices.
- Participate in team meetings, team building, planning and development discussions, evaluations, supervision sessions, training sessions, and review activities. This includes leading these activities where required in the context of your role.
- Identify opportunities for improvement and liaise regularly with other staff within Advocare to foster a culture of continuous improvement.
- Develop and maintain networks within your professional capacity, to both grow your capability and to further the objectives of Advocare.
- Provide any other support required for the team, utilising your capability and capacity.

Position Specific Duties

- Using a holistic and trauma informed approach, provide intensive assistance to people within the care finder target population to understand and access aged care services and connect with other relevant supports in the community.
- Assisting a client to interact with My Aged Care.
- Providing guidance to clients about care assessments and in person support if required.
- Client directed advocacy as required relating to My Aged Care.
- Helping clients to identify and address barriers to accessing required support services.
- Support clients to establish interconnected and holistic support networks.
- Work in a dynamic and flexible manner undertaking a diverse range of tasks to support a client to connect with aged care and other supports.
- Collect and record client feedback as per requirements outlined in the activity schedule.
- Maintain a high standard of case records entering all data in an accurate and timely manner.
- Undertake assertive outreach to proactively identify and engage with people in the care finder target population, including contact with intermediaries and other stakeholders.
- Establishing suitable referral pathways and partners in the community to support clients.
- Support clients to access wrap around supports provided by Advocare, aged care advocacy, ACVVS and EA Helpline support.
- Build and maintain respectful working relationships with other service providers, local councils and relevant stakeholders in the sector.
- Maintain other appropriate records and documentation consistent with the relevant policies and instructions of Advocare.
- Maintain strong professional boundaries and work within the scope of the program, regularly participating in any other duties, as required.

Supportive Outreach Team duties

- Keep up to date with changes to legislation (via self-learning) and processes that affect aged care clients.
- Participates in team meetings, team building, planning and development discussions, evaluations, supervision sessions, Community of practice meetings facilitated by WAPHA, training sessions, and review activities
- Develops and maintains networks within your professional capacity, to both grow your capability and to further the objectives of Advocare.
- Provide any other support required for the team, utilising your capability and capacity.
- Ensure compliance with internal policies and procedures including but not limited to The Advocare Code of Conduct.
- Ensure service delivery to clients is in line with the Statement of Rights.

Specific Requirements

Pre-requisite Criteria	essential	optional
Relevant qualification or equivalent experience in similar role	<input checked="" type="checkbox"/>	
Facilitation/ Presentation Experience		<input checked="" type="checkbox"/>
National Criminal Record Screening Clearance	<input checked="" type="checkbox"/>	
Medical and fitness for work		<input checked="" type="checkbox"/>
C or CA Class Driver's License and access to a reliable vehicle	<input checked="" type="checkbox"/>	

Work Related Requirements

- Advanced knowledge of My Aged Care systems and processes
- Demonstrated understanding of the aged and community care sector
- Sound knowledge of holistic client service support networks and organisations
- Excellent written and verbal skills.
- Well-developed facilitation/ negotiation skills in working with clients and engaging support services
- Commitment to delivering quality customer service, working empathetically with clients to ensure we deliver rights-based and client-focused services.
- The ability to work well within a small team with minimal supervision.
- Strong computer literacy, outlook, word and power point and client data management system.

Signing Page

**Approved
by**

Date

Review and discuss Role Expectations:

Manager

Date

Employee

Date