



Ord Valley Aboriginal Health Service

1125 Ironwood Drive PO Box 216 Tel 08 9166 2200 Freecall
Kununurra WA 6743 Kununurra WA 6743 Fax 08 9166 2250 1800 839 697

Aboriginal Corporation ICN 275

Job Description Form Elder Care Support (ECS) Connector

Vision Statement

Aboriginal people in Kununurra and the North-East Kimberley are supported to live **prosperous lives that are strong, healthy, and culturally safe.**

The Purpose that defines us

We bring **clinical, cultural, and community expertise** to deliver accessible and **holistic health and wellbeing care** for people in the North-East Kimberley.

Aboriginal Community-led

We are connected and accountable to the communities we serve. We are governed by Aboriginal community leaders. We deliver services in culturally safe ways, bringing the best of medical and cultural expertise to achieve positive health outcomes. Working with and responding to Aboriginal communities is central to what we do.

Organisational Values

The Ord Valley Aboriginal Health Service has been providing critical health and support services to local Aboriginal people since 1984. Our ambition is to deliver socially, culturally, and financially accessible health care that supports communities in the North-East Kimberley to be strong, healthy and safe. The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business.



Community

We bring our connection with community to everything we do

PEOPLE TOGETHER



Respect

We show respect for a people, cultures and backgrounds

HEALTHY TOGETHER



Passion

We are deeply motivated to achieve outcomes

MY MOB



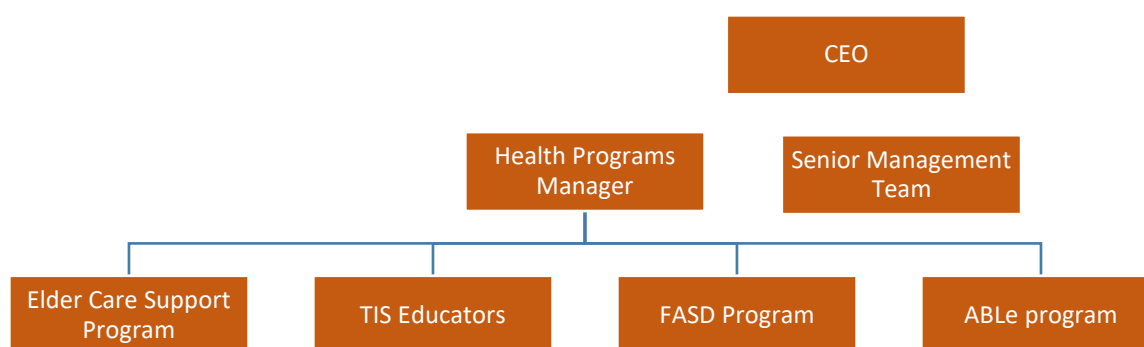
Equality

We strive for equality, fairness and empathy for all people

HEALTH & WELLBEING

Position Title	Elder Care Support Connector
Work Group	SSU
Work Unit	Social Support Unit
Reports To	Elder Care Support Coordinator
Direct Reports	0
Award / Agreement	<i>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 (Cth)</i>
Award Classification	Fixed Term until 30.06.2025 with likelihood of extension ACCHS Award 2020: Grade 4
Approved by CEO	

Team Structure



Position Purpose

The ECS Connector has the primary responsibility of connecting with local Elders, older Aboriginal and Torres Strait Islander people and their families to raise awareness of their aged care entitlements.

The overarching function of the ECS Connector is to ensure that support for clients is organised, sequenced and supported to enable effective access to appropriate aged care services both internal and external to the ACCHO.

OVAHS is committed to improving employment opportunities and outcomes for Aboriginal and Torres Strait Islander people. As a measure to achieve equality and support, Section 51 of the Equal Opportunity Act 1984 (WA) will apply to this position. Aboriginal people are encouraged to apply.

Strategic Alignment

The organisation's Strategic Plan 2023- 2026 has four (4) overarching strategic goals, with each goal having specific outcomes.

The role is aligned with all four Strategic Goals.



POSITIVE
CHANGE

Primary health Care

Primary health care is the first means of accessing the health care system for many people and is critical to individual, family and community health outcomes.



HEALTH &
WELLBEING

Social and Emotional Wellbeing

Social and emotional wellbeing relates to the mental health for individuals and communities and is a key component for the overall health of Aboriginal people.



SUPPORT
COMMUNITY

Specialised Health

Our communities deserve targeted support to prevent and address complex health needs, including chronic disease and disability.



HEALTHY
TOGETHER

Population Health

Reducing future health challenges and to Close the Gap requires long-term system change and community - wide solutions.

Key Stakeholder Relationships

External

- Aboriginal Community Controlled Health Services across the Kimberley region and Western Australia, other not-for-profit services, and businesses as relevant to the role
- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

Internal

- Maintains close working relationships with other officers, team members and employees of Ord Valley Aboriginal Health Services.
- Works in collaboration with the Senior Management Team and in consultation with the Board of Directors.

Responsibilities of this Position

Main Duties

- Active community outreach to promote aged care services, identify and engage with potential clients.
 - 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.
 - Support clients' aged care needs through internal referral processes.
 - Assist clients with advocacy and support throughout the My Aged Care registration and review processes.
 - Provides support to enable client access to appointments.
 - Liaises with the aged care team to continuously review and enhance the role.
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Quality Management System

- Actively participate in the organisation's QMS (LOGIQC).
 - Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed.
 - Demonstrate leadership and commitment to promote continuous quality improvement initiatives, give assurance that the quality objectives are measured and ensure the QMS achieves intended results by engaging and supporting employees to contribute to the effectiveness of the QMS.
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General

- Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives, and values.
 - Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture.
 - Attend and participate in professional development activities including workshops and training as required.
 - Attend and participate in Employee Development Days.
 - Participate and comply with all Work Health and Safety responsibilities as per the *Work Health and Safety Act 2020 (WA)*.
 - Identify and assist to reduce Work Health and Safety hazards and risks.
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- Follow the reasonable direction of Work Health and Safety representatives.

Position Performance Indicators

The below Key Performance Indicators (KPI's) are used to assess, measure, evaluate, manage, and reward performance within each key result area of this position.

Key Result Area	Key Performance Indicators
Compliance & Reporting	<ul style="list-style-type: none"> • Effective completion of all Work Unit contractual obligations including program delivery, funding reports, evaluations, and compliance requirements.
Quality Management System (QMS)	<ul style="list-style-type: none"> • Ensure all tasks assigned to this position are completed within a six (6) week period. • Actively lead continuous quality improvement initiatives across the organisation and promote an environment of effective CQI practices.

Competency Profile for this Position

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role. The profile is used for recruitment, performance review, planning, and training and development activities.

Qualifications, Skills, Experience and Knowledge

Essential

- Excellent and strong relationships with the local Aboriginal and Torres Strait Islander Community
- Good communication and interpersonal skills, with the ability to build trusting relationships in community.
- Demonstrated understanding of the principles of person- centered care and trauma-informed practice.
- Experience working with older people.
- Understanding of the internal ACCHO services available to clients.
- Knowledge of or willingness to learn about the aged care landscape. Demonstrated ability to uphold the principles of cultural safety including an ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples.
- Ability to or willingness to learn how to enter data and reporting.
- Demonstrated experience working unsupervised and as part of a team.

Desirable

- The person identifies as Aboriginal and/or Torres Strait Islander and is acknowledged as such by their community.

- Community services experience and or relevant certificate, Aboriginal Mental Health First Aid.
- Basic Computer Skills with knowledge of Microsoft Office Suite.

Practical Requirements

- A current Western Australian driver’s license and willingness to drive is essential.
- A current National Police Check (within previous 3 months).
- A current Working with Children Check
- Depending on the nature of the region, some travel on light aircraft may be required.
- Intra and inter-state travel including overnight absences will also be required.

Acknowledgment and Acceptance by Appointed Employee

I certify that I have read and understand the responsibilities assigned to this position.

Employee Name:	
Signature:	
Date:	