



Position Description
Ageing Well Coordinator

Position Description: **Ageing Well Coordinator**

General Details	
Title: Ageing Well Coordinator	Classification: Level 4.4, part time 0.6 FTE, contract to 23 December 2022
Reports to: Community Programs Manager	Industrial: Social Community, Home Care and Disability Services Industry Award
Projects: Let's Talk Aged Care, Aged Care Systems Navigator Trial	Extent of Authority: Works under general direction. Nil direct reports.

Role Purpose

The Ageing Well Coordinator is the first point of contact for older South Australians looking for information, advice and help in connecting to appropriate aged care and community supports and services, and assists customers by phone, email and face to face, including through conducting home visits. As part of the national Aged Care Systems Navigator Trial program, The Ageing Well Coordinator provides one-on-one specialist support to older people in metropolitan Adelaide to navigate the aged care system, access relevant information and empower them to make informed decisions about their aged care needs. The Coordinator also supports vulnerable people and those with complex needs who are accessing aged care for the first time or are transitioning between CHSP, Home Care Packages and/or residential aged care making referrals and facilitating connections to My Aged Care, aged care and other support and program providers. Working collaboratively in the Let's Talk Aged Care team, the Coordinator is responsible for meeting a range of targets in ensuring the effective delivery compliance and reporting of this service as part of the national trial.

Function	Key Responsibilities
Provide high quality aged care information and support	<p>Coordinate and respond to incoming calls to provide support to older South Australians or their representatives. Listen to customers' needs and provide quality information and support to understand, engage with and navigate the aged care system in the most effective way which may include telephone, email, video call or in person.</p> <p>Provide one to one support to older people in the metropolitan Adelaide area who are experiencing vulnerability to understand, engage with and access the aged care system and in particular, to navigate the My Aged Care system by -</p> <ul style="list-style-type: none"> - Providing accurate information, knowledgeable advice and/or coaching on the aged care system, aged care services, My Aged Care, and the assessment process for accessing services. - Supporting older people to find, choose and access services, including assisting them to fill in forms. - Overcoming particular challenges to accessing aged care services. - Giving individualised support in the most effective way for that individual which may include telephone, digital technology or face to face home visits for complex cases and people requiring a home visit. <p>Demonstrate inclusivity and provide access to information for all older people, ensuring that the principles of wellness, reablement and 'doing with, not for' are at the forefront of interactions.</p>
Provide an exceptional customer experience	<p>Provide immediate and helpful solutions to customers first time, however they choose to contact COTA SA.</p> <p>Monitor and maintain a high level of customer satisfaction to retain customers, attract new customers and maintain brand trust and organisational efficiency.</p>

	Ensure reception staff and volunteers are kept updated with current information in order to respond positively to inbound enquiries about aged care and community services supports for older people.
Administration and records management	<p>Maintain accurate and confidential records of customers, interactions, home visits, referrals and outcomes using COTA SA's CRM.</p> <p>Provide relevant referral information to colleagues and other agencies.</p> <p>Ensure established KPIs and targets are met, and that appropriate data is collated and reported to management as required.</p>
COTA SA team culture	<p>Demonstrate a commitment to the COTA SA values: Respect, Diversity, Equity, Collaboration, Integrity, Independence</p> <p>Contribute to the work of COTA SA through participation in whole staff meetings, planning sessions and initiatives.</p> <p>Manage self and demonstrate commitment to learning through evaluation and review of own performance, development of skills, experience, and knowledge.</p> <p>Display professional personal presentation.</p> <p>Undertake relevant personal and technical skills development as relevant to the position.</p> <p>Keep up to date with current information about services and supports for older people, in particular regarding to aged care and social support.</p> <p>Display a positive and proactive results-focused 'can do' attitude and behaviour.</p> <p>Comply with the COTA SA Code of Conduct and Service Charter.</p>

Selection Criteria		
	Essential	Desirable
Training/Qualifications	Qualifications in social work, aged care, nursing, health sciences or other related discipline, or significant equivalent work experience.	Mental Health First Aid. Front Line Management, or customer service
Experience/Knowledge	<ul style="list-style-type: none"> - Demonstrated experience working with older people to improve wellbeing. - Sound knowledge and understanding about My Aged Care, assessments, CHSP and Home Care Packages. - Knowledge of the aged and community sectors - Understanding of social isolation, social supports available and the benefits of social inclusion - Understanding of preventative health and health promotion strategies to address lifestyle risk factors. - Understanding of privacy principles - Knowledge of Work, Health and Safety principles - Experience in reporting outcomes and KPIs to management. - Experience in using a CRM effectively for customer record keeping including for sensitive data. 	

Skills/ Abilities	<ul style="list-style-type: none"> - High degree of personal integrity - High-level communication skills, both oral and written - A strong and ethical customer service approach - High-level organisational and interpersonal skills - Proven ability to manage own workload day to day while handling competing priorities and deadlines. - Strong administrative, self-management and time management skills - Demonstrated ability to generate solutions in a timely manner. - Sound knowledge and application of the MS Office suite of applications - Effective reporting to management 	Skilled in Zoho CRM
Licenses/ Certificates/ Immunisation	<ul style="list-style-type: none"> - A current National Police Clearance for working with vulnerable people is a requirement of all roles with COTA SA. - Current unrestricted SA drivers' licence and willingness to use own personal vehicle for home visits - Full and current vaccination against COVID-19 	

Special Conditions

- Duties of the position may vary according to business needs.
- There may be a requirement to work outside of normal business hours.
- The incumbent is expected to maintain a private vehicle and clear Driver's Licence in order to undertake home visits as part of the role.
- The position is subject to compliance with COTA SA's various policies and procedures including Code of Conduct and COTA SA Service Charter.
- The position is subject to an initial 3-month probationary period and regular performance reviews.

Supervisor Signature: _____

Print name: _____

Date: _____

Employee Signature: _____

Print name: _____

Date: _____