



Position Description

**Volunteer Aged Care Navigator
Information Hub - Navigators Trial Project**

Position Description: Volunteer Aged Care Navigator– Information Hub

General Details	
Title: Volunteer Aged Care Navigator- Information Hub	Classification: Volunteer
Reports to: Specialist Support Worker, Aged Care Navigators Trial via the Project Officer - Information Hub	
Program/Unit: Programs	Direct Reports: None

Role Purpose

This volunteer roles key focus is to provide support to vulnerable people navigating and entering the My Aged Care Systems, deliver tailored information via one-on-one and group support in an Information Hub including other various outreach locations in the local community.

Function	Key Responsibilities
Information and support	Provide one-to one or group peer support to older South Australians who are experiencing vulnerability. to understand, engage with and access the aged care system and to navigate the My Aged Care system by – <ul style="list-style-type: none"> - Distributing tailored information - Assistance with filling forms/application process - Participating in arranged seminars - Participating in outreach services (e.g., seniors' groups)
Team and independent work	Contribute to a positive environment and culture within the volunteer team at the Information Hub Independently provide accurate My Aged Care information to older vulnerable adults – both individuals and groups. Be responsive to support and guidance as required from the Project Officer – Information Hub and the Specialist Support Worker - Navigator Trial Project
General requirements of a COTA SA Volunteer	Complete a relevant COTA SA induction for the role Ensure that COTA SA values and objectives are always upheld
Information Hub Aged Care Volunteer specific	Attend the required training to undertake the role Attend or read any updates as required to keep abreast of current My Aged Care Information Participate in the agreed trial data collection and evaluation processes and timeframes

Selection Criteria

	Essential	Desirable
Training/Qualifications	N/A	N/A
Experience/Knowledge	Prior knowledge of the structure and understanding of My Aged Care and or lived experiences as a user	
Skills/Abilities	A strong and ethical customer service approach Ability to connect with vulnerable older people on a one-to-one or in groups Appreciation of the diversity of individuals Excellent communication and interpersonal skills Patience and empathy Proven website and general internet navigation skills	
Licenses/Certificates	Hold a current or willing to obtain a National Police Certificate	Maintenance of a full, unrestricted South Australian Driver's License

Special Conditions

- Duties of the volunteer position may vary according to Information Hub needs.

Supervisor Signature: _____

Print name: _____

Date: _____

Volunteer Signature: _____

Print name: _____

Date: _____

The Aged Care Navigators Trial is delivered by COTA SA as part of a consortium led by COTA Australia and funded by the Australian Government

www.AgedCareNavigators.org.au