



Healthy Ageing Hub Coordinator

Position Description

<i>Position title</i>	<i>Healthy Ageing Hub Coordinator</i>
<i>Responsible to</i>	<i>Manager Aged Services</i>
<i>Direct Reports</i>	<i>nil</i>
<i>Status</i>	<i>Full Time</i>
<i>Hours of Work</i>	<i>35</i>
<i>Award:</i>	<i>Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010</i>
<i>Classification:</i>	<i>SCHADS Level 5</i>
<i>Performance Management:</i>	<i>6 month probation period</i>
<i>Last Updated:</i>	<i>20 December 2022</i>

Purpose

The objectives of the healthy ageing hub are to:

- Address health inequities and provide navigation to help older people resolve issues and connect with aged care services and healthy ageing programs in their local area.
- Support healthy ageing and age friendly neighbourhoods through education that improves knowledge and supports older people to maintain good health and stay socially connected.
- Support the local primary health care workforce by providing a mechanism for them to refer their patients that would benefit from the assistance of a social or welfare worker.

The role will primarily focus on community development and health promotion activities

This role has a secondary responsibility for the provision of a local drop in service for community members to receive practical assistance and advice on issues that support positive ageing and social connection, and assistance in navigating programs and services to meet their needs.

This role works with the Manager Aged Services and other team members to ensure services meet qualitative and quantitative requirements as defined by the Primary Health Network (PHN) and NNC policies and procedures.

Context in which the role operates

Newtown Neighbourhood Centre (NNC) is a not-for-profit organisation working across the City of Sydney and Inner West Council areas of Sydney. NNC provides specialist services for people who are at risk of homelessness and social isolation, particularly those living in Boarding Houses. NNC is also funded to provide social support to those who may be ageing and socially isolated. NNC delivers social and cultural events which celebrate the unique and creative vibe of Newtown.

In all that we do, NNC is committed to justice, inclusion, action and fun. We want to work with the community to fulfill it's potential.

NNC Aged Care Services

NNC is funded by the Commonwealth government to deliver both individual and group social support programs. Clients are referred to NNC through My Aged Care.

NNC offers weekly bilingual/bicultural groups for Greek, Portuguese, Countries of Former Yugoslavia Seniors. The groups are supported by bilingual staff and volunteers. A general group also meets weekly for Seniors who live in the Inner West. Groups meet at Newtown Neighbourhood Centre and in Marrickville and enjoy social activities, guest speakers and monthly outings.

Individual social support is also provided through matching older people with volunteers who share similar interests. Volunteers can provide social support at home or in the community, connect with people via phone calls or online meetings and can provide assistance with day to day tasks like running errands together.

In addition to this, NNC has recently been funded by the Central and Eastern Sydney Primary Health Network (CESPHN) to establish and operate a healthy ageing hub for older people living in the Inner West of Sydney.

Key Accountabilities

Key Accountability Areas	Task of this role	Performance Indicators How will success be measured
Workplace Health and Safety	Follow NNC WHS requirements. (See detailed requirements below)	All WHS risks minimised and safe working practices observed Risk Assessments in place and reviewed in a timely manner Incident and Hazard reports are made and followed up in a timely manner

<p>Service Delivery</p>	<p>Provide community information and education re healthy ageing to inner west residents, service providers and health professionals.</p> <p>Provide individual education and support to local residents requiring assistance to understand the Aged Care service system, including healthy ageing opportunities.</p> <p>Ensure all new service users are welcomed and inducted in line with NNC policies and procedures.</p> <p>Client files and documentation are completed and regularly reviewed in line with NNC policies and procedures.</p>	<p>A documented program of activities and events is developed and implemented.</p> <p>Quantitative and qualitative records are kept to measure the effectiveness of the service.</p> <p>Documented records exist re the frequency and scope of individual support provided, including, where possible, the outcome of the intervention.</p> <p>Individual risk Assessments and Service plans are all in place.</p> <p>New referrals are accounted for within 5 business days.</p>
<p>Service Outcomes</p>	<p>Participate in processes to demonstrate service outcomes and outputs – collect and report all service delivered and other demographic data on a monthly basis or as otherwise required.</p>	<p>Service model can be articulated and is reviewed and adapted to improve outcomes for clients.</p> <p>Outcomes for individuals and the whole service can be clearly demonstrated</p> <p>Service output figures are collected and reported on relevant portals and meet contractual obligations.</p>
<p>Administration</p>	<p>Maintain adequate and appropriate client records, and other information as required</p>	<p>Individual client and service records are maintained with all required documentation.</p> <p>Accurate and timely data is available for reporting to</p>

	Reporting requirements including outcomes are in place.	CESPHN
Stakeholders Engagement	Develop and maintain appropriate partnerships to improve outcomes older people living in the Inner West, including with local primary health practitioners such as GPS Work collaboratively with clients to improve wellbeing outcomes	Evidence of healthy working relationships with other stakeholders Evidence of service user involvement in service design, review and running
Communication	Communicate effectively with all NNC teams	Evidence of good working relationships across NNC

WHS Accountabilities – All NNC Staff

1. Comply with all workplace health and safety responsibilities relevant to the role in accordance with NNC's WHS management system
2. Fulfil all work health and safety responsibilities and accountabilities as prescribed in the WHS management system.
3. Contribute towards all work health and safety goals, objectives and key performance indicators.
4. Maintain a healthy and safe work environment
5. Undertake all WHS training requirements for your position
6. Comply with any WHS policies, procedures and reasonable instructions

WHS Accountabilities – Specific to this NNC role

Co-ordinators have responsibility for:

- Ensuring NNC's WHS procedures are effectively implemented
- Managing WHS issues on a day to day basis
- Conducting workplace inspections on a regular basis and implementing corrective actions
- Identifying, assessing and controlling hazards
- Reviewing risk assessments and controls
- Investigating and reporting on all incidents and accidents so that corrective action is promptly implemented
- Supporting rehabilitation and return to work programs for individual employees
- Consulting with workers on work health and safety issues
- Consulting, co-operating and co-ordinating activities with all other persons who have a work health or safety duty in relation to the same matter, so far as is reasonably practicable.

Selection Criteria:

ESSENTIAL

- Commitment to the values of Newtown Neighbourhood Centre.
- Tertiary qualifications in Social Work or other related field and/or min 3 years previous experience in a community social work or aged care position.
- Experience working with older people and a demonstrated understanding of the needs of older people.
- Demonstrated ability to provide practical help and to advise older people, particularly around end-of-life decision-making, for example, advanced care directives.
- An understanding of the aged care and welfare systems.
- Demonstrated ability to engage a range of stakeholders for referrals and navigation.
- Strong organisational skills, with an ability to work autonomously and collaborate with other stakeholders as required by the role.
- High-level written and verbal communication skills and experience presenting to groups.
- Demonstrated experience working with a range of IT systems, including working knowledge of the My Aged Care service portal.
- Awareness of the range of local healthy ageing programs and services and community resources available locally to support positive ageing.
- Demonstrated understanding of Cultural Safety issues and diversity.
- Commitment to ensuring the highest levels of health and safety for staff, volunteers and clients
- A current driver's licence and safe driving record

DESIRABLE

- Ability to speak a community language

Declaration

I have read this position description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must comply with the Policies and Procedures of Newtown Neighbourhood Centre.

Employee's Name

Employee's Signature

Date

Chief Executive Officer

Date