



## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Community Engagement Consultant
<b>DIVISION</b>	Aged Care
<b>DEPARTMENT</b>	Community Care
<b>REPORTS TO</b>	Regional Team Leader

### ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment, to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be safe, happy and empowered. We support and respect all children and vulnerable adults, as well as our staff and volunteers. We are committed to the safety, participation, and empowerment of all our program participants. All successful candidates will undergo a robust screening process prior to employment. We provide our staff and volunteers with ongoing supervision, support and training in their work with vulnerable people.

### DEPARTMENT PURPOSE

The Aged Care Division at the Brotherhood of St Laurence provides residential services, independent living accommodation for people on low incomes, home based and day and respite services for older people and people with disabilities still living in their homes.

### POSITION PURPOSE

The Community Engagement Consultant position leads an effective and efficient intake process for all clients and their families/carers into Aged Care programs and services. This position is designated as the first point of contact for all potential clients, families and

referrers, providing timely response to queries and provision of personalised service information, eligibility screening, intake and assessment for clients whilst operating within organisational policies and procedures

## **KEY RESPONSIBILITIES**

- Provide a prompt response to calls/queries and provide targeted information to prospective clients, carers, advocates and referrers in relation to Brotherhood's Aged Care programs and services. This includes updating information systems to ensure callers receive accurate, up-to-date information
- Undertake initial screening and assessment of prospective clients to:
  - identify the types of support they need
  - assess their eligibility for funded Brotherhood Aged Care programs or services
  - assist them to select an appropriate Aged Care program or services and/or assess their desire/capacity to purchase fee for service supports; and
  - assist them to understand the terms and conditions for service delivery.
- Update and maintain accurate information/ records in relevant database/systems in a timely manner
- Provide accurate client information/requirements to relevant internal and external stakeholders within prescribed timelines
- Work in a collaborative manner with other team members to achieve optimal and responsive outcomes for clients. This may include initial visits to prospective clients with Case Managers to ensure seamless transition to the program
- Develop and maintain effective resources to facilitate referral of internal and external clients/carers
- Collect and record relevant client enquiry data
- Maintain privacy and confidentiality of client information and records as per organisational guidelines and policy
- Seek client feedback according to prescribed procedure
- Actively promote the Brotherhood's brand, programs and services within the community
- Foster, advocate and implement a client service focus and practice
- Support business development initiatives
- Support marketing and relationship building activities
- Build and maintain professional relationships with referrers to ensure the ongoing viability and growth of Brotherhood Aged Care
- Other duties as required

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.

## **SCOPE OF RESPONSIBILITY**

Direct Reports: N/A

Indirect Reports: N/A

## **KEY SELECTION CRITERIA**

### **Career Experience:**

- Experience or knowledge about the aged care sector.
- Demonstrated experience in sales and/or marketing

### **Personal Qualities:**

- Excellent interpersonal and communication skills with the ability to build effective relationships and liaise across all levels both internally, externally and with people from diverse backgrounds
- Demonstrated high degree of initiative and ability to identify and resolve problems and/or make appropriate recommendations
- Demonstrated client service skills and commitment to the provision of high-quality client service
- Well-developed organisational and time management skills.
- Proven ability to work autonomously with limited direction and as a team member to achieve outcomes
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

### **Qualifications/other:**

- Relevant tertiary qualifications in Aged Care Case Management, Nursing, Allied Health or Social Work
- Knowledge of The Care Manager software
- Current Victorian Driver's License

## **MANDATORY EMPLOYMENT CRITERIA**

- Specific work requirements include weekend work, evening shifts, public holidays, work-based travel, after hours on call, attendance at a variety of different work locations
- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required - BSL will support successful candidates in this process
- A Working with Children Check is required - BSL will support successful candidates in this process
- A Statutory Declaration to confirm past criminal history is required as per the Aged Care Act - BSL will support successful candidates in this process

BSL values diversity and inclusion with regards to its staff and the communities we serve. We encourage you to submit your application for this role regardless of whether you meet all the key selection criteria. We encourage individuals from all backgrounds to apply.