

Application Package



Care Finder Senior Navigator – Brisbane North

Duration Contract to June 30, 2025, with extensions dependent on funding.

Annual remuneration

\$83,413.02 (Level 3.2, Full Time Equivalent).

Location Brisbane

Hours

22.8 Hours per week.

Contact Ged Farmer, Executive Officer, Communities
gfarmer@qc.org.au

Your position summary

You have the opportunity to join the Queensland Council for LGBTI Health staff team to be a senior staff member responsible for delivering the Care Finder (Aged Care) program that contributes to better outcomes for senior Lesbian, Gay, Bisexual, Trans, Intersex, Sistergirl and Brotherboy communities in Queensland. Care Finders will provide specialist and intensive assistance to people within the care finder target population to understand and access aged care services and connect with other relevant supports in the community.

Your team – Communities Team

- **Contribution:** The Community portfolio encompasses LGBTI Sistergirl and Brotherboy programs that provide information and campaigns, social and peer connection, safer sex resources and a range of other health promotion initiatives, funded through a variety of local, statewide and federal grants with a diversity of reporting requirements. The programs this portfolio oversees includes the Community Visitors Scheme, Care Finders program (supporting seniors to access aged care services), an LGBTI Sistergirl and Brotherboy Information Linkages and Capacity program.
- **Key strategies:** Our Communities Team works to enhance the Health and Social and Emotional wellbeing of Lesbian, Gay, Bisexual, Transgender, Intersex, Sistergirl and Brotherboy people in Queensland. We value connection to community and see this as an essential part of how we reach and work with our communities. We work to provide culturally and appropriate access to health promotion, aged care, wellbeing programs, social connection, access points to services that are more vital than ever to achieve the wellbeing outcomes that our communities are entitled to.

Required skills for this position

This position requires a demonstrated track record and passion for supporting an inclusive Aged Care System through effective care finder support resulting in positive outcomes for our Senior Lesbian, Gay, Bisexual, Trans, Intersex, Sistergirl and Brotherboy community members in the Brisbane North region.

- Relevant tertiary qualifications with experience in health, aged care, social services, or community development
- Demonstrated understanding and commitment to the principles of person-centred and inclusive practice, incorporating cultural sensitivity, trauma-informed, and strength-based approach, to support the care finder target population
- Knowledge and understanding of the ageing process and the impact of social determinants of health upon the care finder target group
- Ability to provide specialist and intensive support to people in the care finder population (senior Australians who need intensive support who could otherwise fall through the gaps) to understand *My Aged Care* services, be supported through assessments and to access relevant aged care and community services, with a particular focus on regional areas where people are based.
- Demonstrated ability to build individual agency and increase links with Aboriginal and Torres Strait Islander Lesbian, Gay, Bisexual, Trans, Intersex, Queer, Sistergirl and Brotherboy communities, community champions and other people in the region.
- Demonstrated experience in Need Assessments with older Lesbian, Gay, Bisexual, Transgender, Intersex people, including with Aboriginal and/or Torres Strait Islander LGBTI Sistergirl and Brotherboy community members.
- An advanced understanding of the Aged Care Sector and support services, including an understanding of navigation/access issues, enablers, and barriers.
- Highly developed interpersonal, communication, networking and negotiation skills and the capacity to build and maintain good working relationships with key stakeholder including paid and unpaid staff, community partners, suppliers and other stakeholders.
- Proven ability to take initiative and work with limited supervision, but also able to work collaboratively with a diverse team to meet the needs of the organisation/program, community and stakeholders.
- An understanding of and commitment to the role of peers in the delivery of services to our communities and to the values and principles of the organisation.
- Computing skills including competency in web-based systems, Mac and PC based applications and remote working systems, with demonstrated knowledge of clinical systems.
- Experience designing, facilitating and delivering events, training and other promotional activities.
- Desirable knowledge of the latest research and best practice on ageing, HIV and LGBTIQ+ Sistergirl and Brotherboy health in the BNPHN region and nationally.

Your contribution

- Provide specialist and intensive support to older Lesbian, Gay, Bisexual, Transgender, Intersex people in the Brisbane North Primary Health Network (BNPHN) region to enable an improved understanding of and better access to relevant aged care and other community services.
- Nurture networks and connections in the aged care and community sectors in the BNPHN Region as part of the delivery of complementary information and education services for promotion of the program and aged care supports available, including participation in consultations, projects, conferences or and other activities that will enhance the work of the Care Finder role.
- Collect, maintain, collate and report data as part of key program activities and deliverables.

Position key duties

This position oversees the following key duties and responsibilities:

- Deliver high-quality care finder activities that include information, training, support, representation and assertive outreach.
- Provide individual and intensive support to clients to ensure they understand and can access relevant aged care, other community-based services and family support where available.
- Support clients (and their loved ones/carers/family) to interact with *My Aged Care* and relevant assessment and support services.
- Develop trust and rapport with clients to ensure clients' needs are heard, supported and acted upon.
- Provide culturally safe services.
- Attend and actively participate in client discussions, team meetings and project work.
- Identify opportunities and options to promote and support high quality service provision and the best outcomes for clients, their families and staff.
- Explore and establish different ways to effectively engage and build rapport with potential clients.
- Connect with other relevant supports and networks in the community to foster referral pathways, including local LGBTQ+Sistergirl and BrotherBoy Community Champions
- Contact and liaise with other care finder services and existing older person support groups in the region.
- Work positively and communicate effectively within a team environment as well as autonomously to achieve service delivery excellence.
- Participate and contribute in Workplace, Health and Safety activities to ensure a safe work environment for clients, staff, visitors and the community.
- Complete written communications with clients and external services as required.
- Collect and record data for reporting, systemic issues and project work service improvement.
- Engage in required training essential for the Care Finder role.

Role Registrations

Nil

Reporting Relationships

Supervisor: Executive Officer, Communities

Supervisory Positions: Nil

Other key relationships: Satellite Navigator Project Officer

External Cultural Supervision is available to the successful candidate.

Working from Home/Travel

QC staff are currently working a mixture of home based and office-based hours.

This role will require some travel within Queensland. A willingness to travel is a requirement of the role.

Depending on circumstances, recruitment may occur entirely or in part online.

Contribution to QC values and culture

Our work is always informed by the evidence, and at the centre of what we do are the voices of community.

We also utilise the Human Services Quality Framework, Rainbow Tick & Yellow Tick Principles and Practice Standards to guide our work, and use these Frameworks to facilitate Lesbian, Gay, Bisexual, Trans, Intersex, Sistergirl and

Brotherboy inclusion and continuous innovation and quality improvement amongst staff and other parts of the organisation. Demonstrating inclusion and meeting these Practice Standards in their own work is a key deliverable for all staff roles.

The Queensland Council for LGBTI Health is also committed to walking alongside Aboriginal and Torres Strait Islander peoples to build stronger relationships, cultural autonomy, understanding and recognition of the history, cultures and diversity that make up Australian First Nations peoples.

This position contributes to QC's values and culture in the following ways:

This position ensures our work is informed by community voices and perspectives through the following actions:

- Building trust and rapport with clients to ensure open communication of client needs
- Being aware of local, State and national research on the needs of older members of the LGBTI+ Sistergirl and Brotherboy communities.
- Participating in and being informed by community consultation and individual conversations.

This position demonstrates commitment to walking alongside Aboriginal and Torres Strait Islander peoples through the following actions:

- Engaging with local Elders and LGBTI+ Sistergirl and Brotherboy communities
- Working in collaboration and consultation with QC's 2Spirit's team members
- Ensuring a culturally safe work place and practices

This position supports genuine Lesbian, Gay, Bisexual, Trans, Intersex, Sistergirl and Brotherboy inclusion and continuous innovation and quality improvement through the following actions:

- Identifying local issues and service gaps and reporting these to your supervisor
- Consulting with local community members prior to any changes in service, support or practice
- Openly inviting feedback (good and bad) from clients and community members and using this feedback positively and constructively

Values Underpinning

The position contributes to our values through:

Transparency: Always bringing integrity to what we say and do, and keeping authenticity and transparency front of mind through ethical and purposeful ways of working every day.

Innovation: Always questioning and testing the way we work, guided by individual community needs and local protocols and practices, to identify the best ways of meeting the needs of our communities.

Respect: Acknowledging and support the richness of individual community expertise, their localised solutions and responding to identified needs.

Collaboration: Working in collaboration with the local community to identify genuine community led needs and solutions.

Applying for this role

All applications must be received by **COB 21/2/2023**. No late applications will be accepted.

The Selection Process

The selection process will be conducted with the support of a selection panel who will be responsible for processes which may include considering applications, short listing, conducting selection techniques applicable to the selection criteria, and referee checks.

The selection process includes:

- Acknowledgement of all applications received for the advertised position.
- Consideration of all applications against the selection criteria for the position.
- Short-listing of applications that demonstrate sufficient merit to warrant further consideration.
- Further selection techniques will be conducted with short-listed applicants. The selection techniques will include online interviews and may include work samples.
- Referee checks for candidates rated highest by the selection panel.
- Recommendation for appointment made and confirmed.
- Advice to unsuccessful applicants and feedback to applicants upon request.

Your Application

For your application to be considered you need include the following:

1. A COVER LETTER that describes your knowledge, skills, experience and qualifications relevant to each of the following sections: **Your team – [Communities], Your contribution; Required skills for this position.** Please remember to keep this brief (maximum two pages).
2. A CURRICULUM VITAE (OR RÉSUMÉ) that provides a summary of your work experience and professional education and training. Include where you have worked, positions you held, period of employment and brief details of duties and responsibilities.
3. A RESPONSE TO THE KEY SELECTION CRITERIA outlining your experience, skills and knowledge that relate to this position. Please keep this brief (maximum of two pages).
4. REFEREE CONTACT DETAILS - the names, positions and telephone contact numbers for at least three work-related referees. These should be people who can comment on your ability to perform the role for which you are applying. It is best to include recent supervisors. While it is not compulsory to provide current/most recent employer referees at this stage, final appointments will not be confirmed until a referee report has been obtained from your current or most recent employer.

Submitting an Application

Please forward applications to Ged Farmer, Executive Officer Communities, via email at gfarmer@qc.org.au (or via post to PO Box 1372, Eagle Farm DC Qld 4009.)

All applications must be received by **COB 21/2/2023** No late applications will be accepted.

Applications will not be considered unless the Selection Criteria has been clearly and fully addressed.

Further Details

For further information or questions about the position, please contact Ged Farmer, Executive Officer Communities, via email at gfarmer@qc.org.au or on 07 3017 1717.

Conditions and benefits of the role

Salary Packaging: Like most charitable organisations, The Queensland Council for LGBTI Health is willing to pay a percentage of the salary as expense fringe benefits – i.e. reimbursements to employees for their own expenses such as private telephone costs, rent or mortgage payments, personal loan repayments, etc. These non-cash benefits are not subject to income tax. The Federal Government imposes a net cap of \$15,900 pa on expense fringe benefits, above which the range of allowable expenses is restricted.

Selection Criteria
Care Finder

The Queensland Council for LGBTI Health promotes Equal Employment Opportunity. All selection is based on proven experience, qualifications and/or training and the person's potential to most efficiently undertake the responsibilities of the position.

As an LGBTIQ+ Sistergirl and Brotherboy health and wellbeing service, QC recognises the unique experience of people living with HIV/AIDS and values the contribution of people with HIV/AIDS in the workplace. Suitably skilled people with HIV/AIDS are encouraged to apply.

The key selection criteria are ranked by percentage. Percentages indicate the importance of the criteria.

Weighting	Key Selection Criteria
25%	Demonstrated ability to build individual agency and increase links with Aboriginal and Torres Strait Islander Lesbian, Gay, Bisexual, Trans, Intersex, Queer, Sistergirl and Brotherboy communities and people in the Brisbane North PHN region, including local advocates and champions (Community Champions).
25%	Highly developed understanding of the Aged Care Sector and support services, including: <ul style="list-style-type: none"> • A working knowledge of “My Aged Care” and the reforms currently being implemented in the aged care sector • an understanding of access/navigation issues, enablers, and barriers • demonstrated experience/understanding in Need Assessments with older Lesbian, Gay, Bisexual, Transgender, Intersex people in the region, including with Aboriginal and/or Torres Strait Islander LGBTI Sistergirl and Brotherboy community members.
20%	Highly developed interpersonal, communication, networking and negotiation skills and the capacity to build and maintain good working relationships with key stakeholders including clients, paid and unpaid staff, community partners, suppliers and other stakeholders, including the proven ability to take initiative and work with limited supervision and support other staff, but also able to work collaboratively with a diverse team to meet the needs of QC management, community and stakeholders.
5%	Experience designing, facilitating and delivering events and other promotional activities.
10%	An understanding of and commitment to the role of peers in the delivery of services to our communities and to the values and principles of the organisation.
10%	Demonstrated experience and skills with intake, service delivery and evaluation, data collection, management and analysis.

5%	Computing skills including competency in web-based systems, Mac and PC based applications and remote working systems, with demonstrated knowledge of IT clinical systems.
Desirable	Knowledge of the latest research and best practice on ageing, HIV and LGBTIQ+ Sistergirl and Brotherboy health in the Brisbane North region and nationally.

OTHER REQUIREMENTS

- Ability to work outside normal business hours.
- Current Drivers Licence.
- Own well maintained vehicle (remuneration in accordance with ATO rates).
- Inter/Intrastate travel.
- National Police Clearance
- Eligibility for a Blue Card from the Commission for Children and Young People and Child Guardian.