



Elder Care Support Team Leader

POSITION DESCRIPTION

Position Title	Elder Care Support Team Leader
Unit	Community Services
Reports to	Community Services Manager
Direct Reports	Elder Care Support Connectors, CHSP & HACC PYP workers
Hours of Work	38 hours per week
Mode of Employment	Ongoing – Subject to funding
Award / Agreement	Social, Community, Home Care, and Disability Services Industry Award (MA000100)
Classification	Social & Community Services Employee Level 4 Pay Point 1
Remuneration	In line with the above classification
Salary Packaging	Range of salary packaging benefits are offered to part-time and full-time employees.
Location	Heywood or Hamilton locations
Probationary Period	A six-month probationary period will apply.

1. PRIMARY PURPOSE OF POSITION

The ECS Team Leader role will support identified clients to navigate access to appropriate local aged care support services. They will provide advocacy support to ensure clients receive a culturally safe plan assessment. The ECS Coordinator will support clients to understand their aged care service entitlements, including My Aged Care registration, contractual arrangements, and costs, and will help ensure Elders and their family are well-prepared for plan reviews and outcomes. This role will liaise with aged care Assessors to ensure Elders are well-supported throughout the assessment process. The ECS Team Leader will oversee the ECS, CHSP and HACC PYP programs.

Key responsibilities

The key responsibilities of this position are to:

- Lead and supervise the ECS, CHSP, and HACC PYP teams to ensure effective management and support.
- Pre assessment support, which may include supporting clients to identify available services and access pathways.
- Supporting clients through the aged care assessment process, which may include briefing assessors, involvement in assessment interviews, collaboration with assessors to develop appropriate support plans, and reviews of support plans.
- Support clients and their family to identify and select appropriate aged care service providers.
- Support clients and their family to understand contractual arrangements and costs of care.
- Support clients in care planning with aged care service providers to ensure the client's care and safety needs will be met.
- Advocacy to ensure client care and cultural needs are being met, and to address any issues with service providers.
- Provide support for family members in relation to clients' care needs, which may include linking clients to other related services, transfer of care, support through related processes, and information relating to care options and costs.
- Building knowledge of local services and organisations clients can utilise.
- Engaging with My Aged Care and local assessment staff.

2. ABOUT WINDA-MARA ABORIGINAL CORPORATION

Winda-Mara Aboriginal Corporation (WMAC) is a community-controlled organisation located in South-West Victoria with offices in Heywood and Hamilton. WMAC was established in 1991 as a result of members within the community wanting to provide better health, education and employment opportunities for Aboriginal and Torres Strait Islander people living in the area and has a strong membership base.

WMAC employs over 80 people and has a key focus to provide opportunities for local Aboriginal and Torres Strait Islander people and access culturally appropriate services. WMAC believes that culturally appropriate services will ensure a balanced approach by working with people rather than

for people which will provide equality and self-determination. WMAC provides a range of services to Aboriginal and Torres Strait Islander people and their families across Heywood, Hamilton, Portland, and surrounding areas over a number of programs including Land Management, Family Services, Medical Clinic and Allied Health, Health Promotion and Prevention, Community Wellbeing, Culture and Tourism, Governance and Administration and Kinship Care and Support.

Our Vision is *“That Winda-Mara Aboriginal Corporation is recognised as a progressive leader and a catalyst for positive change enabling Aboriginal people in Victoria’s far south-west to lead fuller lives”.*

Our vision will be achieved by focusing on four themes.

“Mara” People	“Kooyoorn” Organisation	“Meerang” Country	“Culture” Culture
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3. SKILLS, EXPERIENCE AND KNOWLEDGE (KEY SELECTION CRITERIA)

1. Experience working with Aboriginal and Torres Strait Islander people
2. Excellent communication and interpersonal skills, with the ability to build trust with community.
3. Demonstrated understanding of the principles of person-centred care and trauma-informed practice.
4. Understanding of how to assist and support clients to access services, reduce service complexity and confusion.
5. Sound understanding of My Aged Care and operational guidelines.
6. Good record management, data collection and reporting capability.
7. Experience in the community services field with strong community connections and networks across aged care providers, mainstream supports and community sector.
8. Ability to work autonomously and be a self-starter, with a high degree of initiative and problem-solving skills across multiple sectors.
9. Experienced in working in a team environment that is open and transparent, with a person-centred focus.

4. POSITION REQUIREMENTS

Y	Current Victorian Drivers License
Y	Ability to obtain a National Police Check
Y	Ability to obtain a Working with Children Check
N	This position is not a designated Aboriginal and Torres Strait Islander specific position, however Aboriginal and Torres Strait Islander people are strongly encouraged to apply.
Y	Must provide evidence of Certificate of COVID-19 vaccination or medical exemption

Y	After hours and weekend work may be required
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Y	Pre-employment declaration
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5. GENERAL TERMS OF EMPLOYMENT

1. All employees agree to abide by Winda-Mara's Policies and Procedures and Code of Conduct.
2. All employees agree to act in a safe manner to provide a safe working environment.
3. All employees agree to participate in an Annual Performance Review and any other review processes.
4. Winda Mara will support employees to successfully perform their role through training and other support as appropriate.
5. Attend and participate in team/divisional activities, meetings, and day to day work activities demonstrating respect and consideration for individuals and their experiences and expertise.
6. Communicate constructively to other team members and/or company employees.
7. Be aware of and communicate to other employees opportunities for improvement in processes, practices or procedures.
8. Actively work with and support other team members and/or employees to achieve organisation's goals.
9. The successful applicant will be required to disclose any pre-existing injury/injuries and/or medical condition/s, which could be aggravated by the type of employment they are applying for. The existence of an injury/injuries and/or medical condition/s will not preclude the applicant from employment unless they are unable to perform the inherent requirements of the position. However, failure to disclose any relevant information may affect a claim for Worker's Compensation.

Applications addressing the Key Selection Criteria to:

**People and Culture Manager
PO Box 42 Heywood VIC 3304**

Email: peopleandculture@windamara.com