

## Position Description

Created: January 2019

<b>Position Title:</b>	Dementia Care Navigator – CALD Specialist
<b>EFT:</b>	0.9
<b>Department:</b>	Client Services
<b>Location:</b>	Blacktown (Supporting people living in the Western Sydney PHN region)

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**Position reports to:** Manager, Client Services

**Position supervises:** Nil

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### Purpose of Position:

The purpose of this position is to support people from culturally and linguistically diverse communities at key touch points along the dementia continuum such as when seeking a diagnosis, immediately following a diagnosis, and at other key times of change during the progression of the disease. Navigator services aim to ease the process for clients, helping them to overcome barriers to accessing care and support and successfully cope with challenges along the way. The Navigator will support clients to identify suitable services and referral pathways, and with the development of individual strategies to promote wellbeing.

### Position Objectives and Responsibilities

#### Service Delivery

- Provide pre and post diagnostic support to people with cognitive issues, their families and carers.
- Provide individual support and information about dementia, support options and assistance with navigating the complex health, aged and disability care service systems.
- Support clients to access a diagnosis through providing appropriate referral and dementia information.
- Provide support to understand changing circumstances that may be associated with the progression of dementia while acknowledging that the person living with dementia is the expert in their life.
- Support the person living with dementia to live well and plan for the future.
- Provide navigation support across the dementia continuum from pre diagnosis to end stage and palliative support.
- Facilitate access to dementia specific and dementia friendly services and support in the community, including local peer support options.
- Empower the client to develop a long term support plan, encouraging them to self-manage the plan with the support of their family and carers.

- Support the client to take risks, if they choose, to enable them to live the best life they can
- Act as a key contact/information point for dementia information across the region.
- Respect the confidentiality of the person living with dementia and their carer/family members
- Ensure services are delivered from an enablement perspective, empowering clients and focusing on the needs and rights of the person with dementia and their family and carers.
- Ensure key outcomes relating to funding agreements are consistently met.
- Support community capacity through building collaborative relationships with other service providers and community agencies as appropriate.
- Promote Dementia Australia resources and supports including telephone and online support options and the National Dementia Helpline.
- Maintain professional knowledge and standards to ensure high quality service provision.

**Communication  
& Team Work**

- Develop and foster strong team relationships, with Dementia Australia colleagues and across departments, to ensure integrated and coordinated approaches to service provision.
- Promote an awareness of the needs of people with dementia, and their carers from special needs groups including those from diverse cultural backgrounds, people who identify as being LGBTIQ, Aboriginal and Torres Strait Islander people, and people living in rural and remote areas, and develop culturally appropriate service strategies to meet individual needs and improve service access.
- Participate in, and contribute to service evaluations, planning and development
- Participate in team projects/activities/meetings as relevant to the position
- Participate as requested to provide peer support to other employees
- Participate in supervision with relevant senior professionals

**Administration  
&  
Documentation**

- Ensure that client activity and other appropriate information is documented in line with professional and legal standards.
- Ensure timely and accurate management of client information and utilise prescribed databases for the recording of client information and to report outputs to meet funding agreements.
- Complete service reports as required by the organisation and funding body

	<ul style="list-style-type: none"> <li>• Ensure client service programs are delivered in a timely and cost effective manner to established standards, identifying opportunities for improvement where appropriate.</li> </ul>
<b>Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>• Communicate and act in ways that are consistent with the organisation's values.</li> <li>• Support and promote the work of the organisation, maintaining a positive image of the organisation.</li> <li>• Apply and uphold the principles of a respectful, inclusive and diverse workplace, free from discrimination, harassment or bullying.</li> <li>• Maintains own personal development and attends mandatory training as required</li> </ul>
<b>Policies &amp; Procedures</b>	<ul style="list-style-type: none"> <li>• Adhere to, and comply with organisational policies, processes and procedures, using appropriate systems where required.</li> <li>• Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation.</li> <li>• Demonstrate a strong commitment to a quality culture, implementing standards of excellence and a continuous improvement business focus.</li> <li>• Support and promote a strong safety culture by ensuring all work activities are performed in compliance with the organisation's Work Health and Safety Policy.</li> </ul>

**Qualifications:**

Relevant qualifications in related field (social services, health, allied health, etc.) and/or a minimum of 3 years' experience in the delivery of a community based service or health related field.

**Experience, Skills and Knowledge:**

1. Knowledge of dementia and its impact on people diagnosed with dementia and their family and carers.\*
2. Thorough understanding of the health, community, aged (My Aged Care) and disability (NDIS) service sectors.\*
3. Excellent verbal, interpersonal and written communication skills including well-developed case note, recording keeping and report writing skills (multilingual staff will be viewed favourably).\*
4. Understanding of the challenges associated with accessing a diagnosis of dementia and appropriate supports for a person with cognitive impairment and their family, particularly for people from CALD communities.\*
5. Proven capacity to problem solve and negotiate with others.
6. Strong organisational and time management skills.\*

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7. Experience in liaising with and developing relationships with other service providers and agencies and an understanding of the diverse needs of people living in the Western Sydney PHN.\*
  8. Experience in providing community information and supports.\*
  9. Computer literacy across a range of relevant applications, including Microsoft Office, word processing and Outlook.
  10. Demonstrated commitment to supporting the needs and rights of people from special needs groups eg: Aboriginal and Torres Strait Islanders communities, Culturally and Linguistically Diverse communities, people identifying as Lesbian, Gay, Bisexual, Transsexual and/or Intersex, and those from rural / remote communities.\*
  11. Demonstrated ability to work with minimal supervision and as an effective team member.

\* *Key selection criteria*

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**Conditions of Employment:**

- A six month qualifying period applies to all new incumbents.
- Salary packaging is available.

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**Additional Requirements:**

The (prospective) employee will be required to:

1. Maintain a current driver's licence in the relevant state. Access to and willingness to use own car (with reimbursement) for travel and the vehicle must be roadworthy with comprehensive insurance.
2. Provide evidence of entitlement to work in Australia, the maintenance of such entitlement being critical to continuance in the role.
3. Undertake a Police Check prior to being offered the position.
4. Be flexible in work hours at times to meet the reasonable demands of this position.
5. Be willing to undertake travel as may be required with the position.

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**Signatures:**

The employee's signature indicates:

- that the employee has read, understood and accepted this Position Description.
- that the employee is not aware of any condition (physical or psychological) which may negatively impact on his/her ability to carry out the duties as described.

**Employee:**

Name: \_\_\_\_\_

Sign: \_\_\_\_\_

Date: \_\_\_\_\_

**Manager:**

Name: \_\_\_\_\_

Sign: \_\_\_\_\_

Date: \_\_\_\_\_