



**RUMBALARA**  
ABORIGINAL CO-OPERATIVE LTD.

<b>Position title</b>	Elders Care Connector/Coordinator (ECCC)  This is an Aboriginal and/or Torres Strait Islander designated position, classified under Section 12 Special Measures of the Equal Opportunity Act (2010). This employment opportunity is only available to Aboriginal and Torres Strait Islander peoples.
<b>Position number</b>	P2220
<b>Employment status</b>	Part-Time – 12 Months Fixed Term
<b>Department</b>	Positive Ageing and Disability Services
<b>Location</b>	71 Numurkah Road Shepparton VIC 3630 and 65 Anzac Avenue Seymour VIC 3660
<b>Position reports to</b>	Manager
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Classification</b>	Level 1 – Pay Point 1

## ABOUT THE ORGANISATION

Rumbalara Aboriginal Cooperative (RAC) is recognised as a leader among Aboriginal community-controlled organisations, maintaining a high profile in the public and private sectors across research, consultancy, policy development, and partnerships. RAC operates in a culturally appropriate, sensitive, community-controlled environment that maintains a holistic approach to service provision and emphasises the importance of family and community.

RAC has been a resource, service provider and enabler of the Aboriginal and Torres Strait Islander communities of the Greater Shepparton region since 1980. RAC is a cooperative working to provide a range of supports and services including:

- Health and Wellbeing
- Positive Ageing and Disability Services
- Justice and Community Services
- Asset and Infrastructure Services / Housing
- Engagement & Family Services
- Corporate Services

RAC has an annual budget of \$35+ million and a workforce of approximately 300+ people. RAC is a significant employer and economic contributor to the region and plays a high-profile leadership role as one of the larger Aboriginal organisations in Australia. RAC is committed to ensuring the Aboriginal people in the Goulburn Valley have certainty of access to community-controlled services.



## ROLE PURPOSE

The Elders Care Connector/Coordinator will support and advocate for Aboriginal and Torres Strait Islander clients to access appropriate local Aged Care Support Services, understand Aged Care Service entitlements, including My Aged Care registration, contractual arrangements, costs, prepare for plan reviews and outcome.

Consult with Aged Care Assessors to ensure clients are supported throughout the assessment process and receive a culturally safe plan assessment. The two key work practices are cultural safety and trauma informed practice.

The Elders Care Connector/Coordinator has responsibility of connecting with local Elders, older Aboriginal and Torres Strait Islander people and their families to raise awareness of their aged care entitlements.

Ensure that support for clients is organised, sequenced, and supported to enable effective access to appropriate aged care services both internal and external to the Aboriginal Community Controlled Health Organisation (ACCHO).

Will determine the level of local demand for Aged Care Services, identify existing Aged Care Services, any service gaps in the area and continue advocacy work with clients as required.

## KEY SELECTION CRITERIA

### Qualifications and Registrations:

- A relevant qualification in Community Services or equivalent is desired or currently studying or willingness to work toward a relevant qualification would be favoured.
- A current First Aid/CPR Certificate and/or Aboriginal Mental Health First Aid Certificate or be willing to undertake the training at Rumbalara Aboriginal Co-operative Limited expense.

### Knowledge and skills:

- Experience working with Aboriginal and Torres Strait Islander communities, fostering trust, and building relationships.
- Understanding of culturally safe practices, particularly for Aboriginal and Torres Strait Islander communities.
- Familiarity with the aged care landscape and willingness to learn.
- Excellent communication and interpersonal skills, with a focus on building trusting relationships within the community.
- Understanding of person-centred care and trauma-informed practice principles.
- Proficient in navigating service access for clients, reducing complexity, and advocating for clients needs and rights.
- Strong record management, data collection, and reporting skills.
- Ability to work autonomously, demonstrate initiative, and solve problems across multiple sectors.
- Experienced in working in a team environment with a person-centred focus.
- Sound knowledge of Aged Care Systems and familiarity with My Aged Care processes and guidelines.
- Ability to identify and access local Aged Care Services and resources.
- Experience in engaging with community organisations and potential clients.



## KEY RESPONSIBILITIES

### 1. Technical Capabilities

- Provide pre-assessment support, assisting clients in identifying available services and access to pathways.
- Guide clients through the aged care assessment process, including briefing assessors, collaborating on support plans, and participating in assessment interviews.
- Assist clients and their families in selecting appropriate Aged Care Service Providers and understanding contractual arrangements and costs.
- Facilitate care planning with Aged Care Service Providers to ensure clients care and safety needs are met.
- Advocate for clients to ensure their cultural and care needs are addressed and consult with service providers to resolve any issues.
- Support family members regarding clients care needs, including linking to related services and offering information on care options and costs.
- Build knowledge of local services and organisations available to clients and engage with My Aged Care and local assessment staff.
- Conduct active community outreach to promote Aged Care Services and engage with potential clients.
- Assist clients in identifying goals and needs to ensure appropriate care and services, including referrals to specialised services.
- Support clients aged care needs through internal referral processes and assist with advocacy throughout My Aged Care processes.
- Enable client access to appointments and continuously review and enhance the role through liaison with the Aged Care Team.

### 2. Behavioural Capabilities

- Act at all times to protect the right of the clients, including culture, confidentiality, privacy, individual choice, and decision-making.
- Demonstrate commitment to the Co-operative's values and behaviours - serve the community, work together, act with integrity and respect other people (a copy of this is available to view).
- Provide support and proactively engage with the clients and broader community.
- Establish and maintain relationships with clients, community and Rumbalara staff and team members.

### 3. Administrative Capabilities

- Attend staff meetings.
- Submit accurate timesheets and claim forms (if applicable) in a timely manner.
- Participate in service training programs as organised by Rumbalara and / or any other training to upgrade skills.
- Ensure that all statistical data / record-keeping and other documentation are completed and forwarded on time.
- Follow correct policy and procedure directions at all times.
- Contribute to and support the organisation's systems and processes for managing safety, quality, and risk; observe and report hazardous situations or behaviours.



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## EMPLOYMENT CONDITIONS

- Have a current National Police Check.
- Hold Valid Driver's License, without restriction.
- Hold current Employee Working with Children's Check.
- NDIS screening check.
- Covid Vaccination Certificate in accordance with the government guidelines.
- All staff are required to sign a confidentiality agreement on appointment to the organisation.
- Probationary / qualifying periods apply to all positions.
- All staff are required to adhere to the Code of Conduct of the Co-operative (available to view).
- All staff are required to follow the policies and procedures to the department and the Co-operative (manuals are available to view).
- A commitment to equal opportunity and Occupational Health and Safety principles and practices is required.
- Salary packaging is available to permanent part time and full-time staff.
- Tenure of positions at RAC will be tied to existing contracted funding arrangements.