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## POSITION DESCRIPTION

<b>POSITION TITLE</b>	<b>Ageing and Aged Care Project Coordinator</b>
<b>CLASSIFICATION</b>	<b>Social, Community, Home Care and Disability Services Industry Award 2010 Social and Community Services Employee Level 5</b>

### TEAM DESCRIPTION

The Programs Coordination and Capacity Building team is responsible for the oversight of the delivery of the funded programs across LGBTIQ+ Health Australia (LHA). This team is responsible for ensuring that all project, programs and initiatives are delivered to the highest standards and are informed by the most current research and models of best practice. This team interfaces across LHA working in a synergised way with other teams to ensure that LHA resources are maximised, we avoid duplication and that LHA is working in a cohesive and dynamic way to increase our reach and diversification of our programs.

### ROLE OBJECTIVE

The Ageing and Aged Care Project Coordinator has oversight and coordination responsibilities of LHA's Ageing and Aged Care program – this program sits within the Silver Rainbow project. The core focus of this role is to ensure LHA delivers the objectives specified in the Ageing and Aged Care funding stream.

Leading a small team this position is responsible for managing the delivery of the national coordination and training / capacity building components of the Ageing and Aged Care program. The core focus of the role is to ensure the successful delivery of program activities. These activities include:

- the delivery of the Silver Rainbow aged care sector capacity building program in partnership with jurisdictional partners
- contribute to public policy and collaborate with the national government and aged care peaks to respond effectively to LGBTI older people
- National representation at government and non-government forums and conferences
- strengthen the relationship between national coordination activities and working directly with the aged care providers
- deliver a qualitative framework to achieve greater impact and outcomes for LHA's ageing and aged care program and initiatives
- engage with rural and remote communities to address the needs of geographically isolated older LGBTI people.

All roles at LHA place the needs of LGBT Aboriginal and Torres Strait Islanders, BrotherBoys and SisterGirls as a priority across all of our programs. It is a requirement that all staff ensure that all



aspects of their work that LGBT Aboriginal and Torres Strait Islanders, BrotherBoys and SisterGirls are considered and incorporated

## **REPORTING STRUCTURE**

This position reports to the Program Delivery and Capacity Building Manager.

## **PRINCIPAL DUTIES**

- Lead the delivery of Silver Rainbow objectives: national coordination and training and capacity building
- Manage a small team to deliver the Silver Rainbow program
- Strengthen and maintain effective relationships with Silver Rainbow project partners, including LGBTI people in the Aged Care Sector
- Successfully manage Silver Rainbow to ensure project objectives are delivered to the highest standards and are compliant with requirements stipulated by Aged Care Quality Standards and the Aged Care Diversity Framework.
- Maintain an essential focus on effective project management, meeting deadlines, reporting and output as required by the Silver Rainbow funding agreement.
- Coordinate and ensure the delivery of project milestones according to the key outcome measures in the Silver Rainbow funding agreement, and other applicable funding agreements.
- Identify, mitigate and report any project risks, and proactively manage risks.
- Effectively collaborate and communicate with key internal and external stakeholders specific to LGBTI health and Aged Care Services
- Maintain knowledge of developments in the Aged Care Sector and Aged Care Quality Standards and use this knowledge to build capacity for Aged Care Providers and Services in relation to LGBTI older people's needs and health outcomes
- Undertake evidence-based research to develop the project resources.
- Actively contribute to the development and implementation of organisational policy, particularly within your areas of responsibility and accountability.
- Identify and act on opportunities to engage with other LHA programs to ensure there is synergy across the teams.
- Ensure that the team complies with organisational directives, relevant legislation and regulations, codes of practice/ethics and organisational policies and procedures.
- Work within the project/s budget.
- Actively participate in and contribute to an ongoing process of supervision, team meetings, general staff meetings, quality improvement and professional development strategies.



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- Perform other duties to assist with the work of the project/s as requested by your line manager (or designate).
  - Communicate at all levels verbally and in writing, clarifying situations, act impartially and use influence and negotiation to effectively mediate and devise workable solutions.
  - Organise and manage the LGBTI Ageing Conference and Roundtable
  - This position may involve work outside normal business hours, e.g. occasional evening teleconferences and work required to meet critical deadlines.
  - Maintain a clean and safe workspace and abide by workplace health and safety policies and all other LHA policies and procedures.
  - Willingness to travel within Australia.
  - Undertake other tasks as directed.
  - Adopt continuous learning and improvement processes in all aspects of the position.
  - Understand, implement, participate and promote Organizational Policies and Procedures, and Workplace Health and Safety (WHS) objectives, processes and procedures.
  - Effectively manage the Ageing and Aged Care program budget.

### ***Qualifications***

- Tertiary qualifications, and desirably with relevant experience in relation to Aged Care Sector, education, social science or other relevant fields.

### ***Experience Required***

- Minimum two years' experience working in aged care management.
- Established relationships with aged care sector peaks, such as ACSA and LASA.
- Demonstrated experience and success in project management, desirably in the implementation of aged care programs, services and / or resources.
- Demonstrated experience managing program budgets.
- Demonstrated experience in building capacity, designing, and delivering training and education programs (preferably in the aged care sector)
- Experience of working effectively and collaboratively in a small team environment, with minimal supervision.
- Experience in managing and mentoring a small team.
- An in depth understanding of the Aged Care Quality Standards, Charter of Aged Care Rights and the Aged Care Diversity Framework.
- Demonstrated understanding of and commitment to the health and human rights of LGBTI people and communities.



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- Demonstrated understanding of the workings of government (Commonwealth and State/Territory).
  - Understanding of the LGBTI government and non-government health sector.
  - Understanding of the health needs and outcomes of LGBTI older people.
  - Experience with of co-design.

### ***Computer Skills***

- Good working knowledge of Microsoft Office (Outlook, Word and Excel) and social media.

### ***Aptitude & Interpersonal Skills***

- Strong communication skills especially the ability to coordinate support with a diverse network of people and organisations.
- The ability to ensure sensitive, responsive program development, implementation and evaluation.
- Ability to effectively communicate and engage with advisory groups, sector representatives and people with lived experience.
- Strong initiative and self-motivation and ability to work autonomously and as part of a team.
- Proven innovative thinking and problem-solving skills, including the ability to grasp new systems and concepts quickly.
- Demonstrated skills in working effectively, productively, and collaboratively in a team both with LHA, its member organisations and other organisations with minimal supervision.
- Strong initiative and self-motivation and ability to work autonomously and as part of a team.
- Understanding of and commitment to the health and human rights of LGBTI people and communities.
- Excellent administrative and organisational skills and the ability to work with a demanding workload in a timely way.

### **KEY PERFORMANCE INDICATORS (KPIs)**

- Member service and satisfaction, servicing both internal and external clients/members (customer, staff, member, stakeholder feedback)
- Satisfactory achievement of ongoing targets, goals and objectives as set and agreed with the Chief Executive Officer, Director Programs & QLife, and the Organisation
- Accuracy of data entry, filing, documentation and information management within the Organisation's database and systems.



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- Responding to and answering telephone calls, enquiries and emails within set timeframes and dealt with in accordance with Organisational standards.
  - Preparing, completing and submitting documentation and reports in accordance with Organisational standards and timeframes.
  - Coordinate the development and delivery of high-quality programs within agreed timeframes to meet the objectives and standards expected of the Organisation.
  - Activities undertaken are fully compliant with statutory, commercial and legal requirements.
  - Timely identification and mitigation of Company related risks.
  - Management, supervision, utilisation, development and engagement of staff reporting to the position including effective performance management.
  - Following of instructions and completion of tasks in a timely, accurate and efficient manner which meet the requirements of the organisation, members and required regulatory standards.
  - Following, utilisation and promoting of Organisational Policies and Procedures, Organisational Core Values and Work Health and Safety (WHS) requirements.

Signed by Director Programs & QLife:  Date: 18/03/2021

Signed by Employee: \_\_\_\_\_ Date: \_\_\_\_\_