

Position Title: Navigator	Entity: ILA
Reports to: Peer Support Lead	No of Direct Reports: Nil
Job Level: Tier 5	Location: Osborne Park
Position Requirements	
<p>Primary Purpose</p> <p>The Navigator will work across ILA programs to guide people with disability, older persons, their family and carers have access to information on supports, services and equipment/technology from a range of sources, platforms that are accessible and information that is practical and relevant.</p> <p>The Navigator Program aims to empower people with disability and older persons to enhance their decision-making confidence and capability in their digital health and assistive technology (AT) information journey by:</p> <ul style="list-style-type: none"> • Building the awareness of accessible, practical and relevant information resources. • Connecting people to access information, supports and services relevant to their needs. • Supporting people to enhance their understanding of information. • Providing guidance to people to evaluate information to make informed decisions. • Working with people to develop their confidence, capability, and motivation to act upon the information and apply it to their individual circumstances. 	
<p>Key Accountabilities/Responsibilities</p> <p><u>Health Safety Wellbeing & Environment</u></p> <ul style="list-style-type: none"> • Comply with all health, safety and hygiene policies, systems, and OH&S legislation to maintain an appropriate working environment. • Ensure all incidents, accidents, injuries, hazards or property damage are reported. Identify any relevant safety improvements and work collaboratively with the Work Health and Safety program. • Contribute to a culture that supports wellbeing. <p><u>Functional</u></p> <ul style="list-style-type: none"> • Connect people with disability, older persons, their family and carers to information on resources, services, and equipment/technology. • Assist people to identify when medical or allied health professionals are required. • Work with people to establish their needs and goals related to instrumental and activities of daily living (I/ADLs) • Explore and research solutions that may meet the needs of the person. • Support people develop their understanding of information to have more effective communication with health professionals and service providers. • Provide people with a complete Solutions Guide with various resources to support their decision making. • Maintain accurate and timely administrative records on relevant database and operational systems. • Establish and maintain professional networks with service providers, health professionals, referral sources and AT suppliers. <p><u>Operational</u></p> <ul style="list-style-type: none"> • Build and maintain relationships with community members. • Contribute to, and demonstrate by example, ILA's vision, mission and values. • Participate and/or engage in all activities that relate to Group strategic initiatives and key issues. 	

- Identify and implement improvement opportunities within ILA and participate in continuous improvement of the wider organisation by recommending sensible changes and communicating issues that may affect the organisation.

People & Culture

- Participate actively with colleagues in the leadership team to deliver integrated business outcomes.
- Ensure cultural optimisation through engaging in fit-for-purpose cultural programs.
- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace.

Administration

- Meet activity based KPI's.
- Ensure all operational and administrative processes are undertaken in accordance with established policies and procedures.
- Ensure all documentation and associated processes are maintained and accessible in appropriate formats and designated locations.

Key Performance Indicators & Measures

Indicators of effective performance in the position – i.e. Factors relating to output, quality, efficiency, safety. KPI's are to be SMART and specifically measurable. They are identified in the Performance & Development Review (P&DR) to be specific to the individual teams and the position in a specified point in time. Refer to the Performance & Development Review Form.

Key Relationships

Internal

- Executive team – ILA General Manager
- Leadership team – ILA Managers and Leads
- All other teams in the organisation

External

- Community members and families
- Customers
- People with disability
- Older people
- Suppliers and vendors

Key Behaviours

Behavioural competencies or 'behaviours' are effectively attributes we display as we carry out our work, and 'how'. Below identifies those KEY behaviours (6-9 key to the role) integral to the success of this position and the organisation. Delete Strategic or leadership behaviours if not applicable for the role.

Operational Behaviours

Applied/Continuous Learning ☒	Demonstrates Initiative ☒	Building Trust ☒	Communication ☒
Client Liaison ☒	Organisation & Self Management ☒	Quality & Work Standards ☒	Teamwork ☒
Results Focused ☒			

General Assessed

Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit
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Selection Criteria/Personal Requirements

Knowledge & Skills (Social, Personal & Technical) & Equipment

The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position.

- Lived experience with assistive technology.
- Current understanding of My Aged Care, National Disability Insurance Scheme (NDIS) and disability sectors desirable but not essential.
- Demonstrated high level of verbal, written and interpersonal communication skills.
- Excellent computer skills, including Microsoft office.
- Capability to build relationships, effectively negotiate and influence others.
- Ability to work cohesively in a team and positively contribute to team spirit and motivation.
- Ability to liaise with senior leaders and key stakeholders both internally and externally.
- Ability to prioritise and meet deadlines.
- Sound understanding of customer relationship management.

Candidates identifying as having lived experience with disability are strongly encouraged to apply.

Work Experience

The type and extent of previous work experience that is necessary to perform in the position

- Role/s and experience in similar position and/or industry (desirable)
- Networking and relationship building skills.

Qualifications

- National Police Clearance
- Certificate IV in Assistive Technology, Mentoring or equivalent (desirable, not essential)
- NDIS Workers Screening check.

Extent of Authority

Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.

Date Created: 23/06/2021

Prepared By: Kate Martinez (Peer Support Lead)

Approved By: Kristy Harper (Growth and Innovation Manager)

Approved By: Lisa Karabin (People & Culture Manager)

Date Reviewed/Modified:

Date Approved by (P&C):

Related Documents: **PD Work Instructions, Behaviours Guide**

Risk Assessed Role (NDIS Worker Screening Check) Yes No

Risk Assessed Criteria: C) A role for which the normal duties is likely to require more than incidental contact with a person with disability

Date the role was assessed: 24/06/2021

Assessed By (Name of Manager): Lisa Karabin, People & Culture Manager