

## Position Description

<b>Position Title:</b>	<b>Service Navigator</b>
<b>Classification:</b>	Stream D - Direct Service Delivery, Band 1

### Purpose of the Role

The Service Navigator will contribute to the delivery of the Homelessness Health Support Model of Care and aims to improve access to primary health care services specifically for people experiencing or at risk of homelessness through outreach and in reach delivery building on local services, systems and integration.

The Service Navigator role includes creating connections between individuals and local services to provide pathways for easier access to primary care for those who are experiencing homelessness, rough sleeping or at risk of homelessness.

Establishing and building strong connections and networks with stakeholders is fundamental to the role to aid in creating pathways to primary health care services.

The Navigator role will be supported by an outreach team who assess and consult with rough sleepers. The Service Navigator will then determine and link individuals with additional supports to address identified need.

### Key Relationships

The Service Navigator will report directly to the Team Lead and Primary Health & Wellbeing Portfolio Manager. The role encompasses collaboration with allied health providers, general practitioners, community and mainstream services to facilitate access and coordination of relevant supports services and will work closely with Marathon Health colleagues and other external stakeholders.

Regular collaboration and communication with GP-Led multidisciplinary Teams.

### Position Responsibilities

Responsibilities for this position include, but are not limited to:

- Conduct the role in an atmosphere of person-centred practice and acceptance that is efficient, effective and appropriate in assisting meeting the unmet needs of the individual client.
- Manage and prioritise caseloads in accordance with the needs, priorities and any urgent support required by individuals.
- Actively develop and maintain effective working partnerships with relevant agencies and mainstream services to support positive outcomes for clients.
- Establish opportunities for clients to participate in community life and develop wider social networks and connections to support positive outcomes for clients.
- Maintain Cultural Safety for Aboriginal service users.
- Work within the policies, procedures, philosophies and values of Marathon Health to achieve the aims and objectives of the Program.
- Report on program issues, service outputs, and areas for development as required and contribute to the preparation of reports for management.
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## Other Duties

- Demonstrate and uphold ICARE values at all times.
- Comply with the Work Health and Safety policies and procedures at all times.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend/participate in out-of-hours meetings and functions as required.
- Participate in staff activities and processes.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment used in the office.
- Other duties as directed from time to time.

## Our Values

Staff are expected to demonstrate our **ICARE** values:

**I**ntegrity & Trust

**C**ollaboration & Innovation

**A**chievement & Excellence

**R**espect & Empowerment

**E**mpathy & Understanding

## Special Job Requirements

1. National Police Check with a satisfactory outcome and Working With Children Check clearance for paid work
2. NDIS Worker Screening check, qualifications and professional registration as applicable to this role
3. Eligibility to work in Australia
4. Valid Australian Drivers Licence

### **Note:**

This position description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, which are necessary to fulfil the position objectives.

It is expected that this position description will change over time due to the nature of Marathon Health activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Print Name \_\_\_\_\_

## Selection Criteria

### Essential

- Relevant tertiary qualifications i.e.. Social Work, Human Services etc.
- Understanding of the complex issues as they relate to individuals experiencing homelessness, women and children affected by homelessness, inclusive of primary health needs and potential barriers. (or willingness to learn and develop skills in these areas).
- Effective working experience with Aboriginal and Torres Strait Islander people and community (or willingness to learn and develop capability).
- Demonstrated ability to establish partnerships and collaborative approaches with other agencies to benefit and/or enhance an individual's service experience and outcomes.
- Demonstrated high standard of interpersonal and communication skills, including the ability to adapt services to meet varying cultural needs.
- Well-developed time management, organisational and innovative problem-solving skills.
- Demonstrated ability to work both independently and as part of a team.
- Sound computer skills and the ability to adapt to new software applications.

### Desirable

- Demonstrated experience and commitment to working within a person-centred and strength-based approach.
- Strong knowledge of service providers and community supports in local area.