



## Position Description

<b>Position Title:</b>	<b>Positive Ageing Advocate</b>
<b>Department:</b>	Community Care
<b>PD Issue Date:</b>	November 2025
<b>Classification/Award:</b>	<b>Award:</b> Allied Health Professional (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026 <b>Classification:</b> Welfare Worker, Class 2A
<b>ROLE</b>	
<p>The Positive Ageing Advocate (PAA) role will provide comprehensive care coordination, advocacy and individualised goal-based care planning to each eligible recipient of the PAS. The PAA will utilise strength-based methodologies, empowerment, motivation and self-management techniques to enable participants to address specific health or lifestyle issues.</p>	
<b>ORGANISATIONAL RELATIONSHIPS</b>	
<p>Reports to: Allied Health Manager</p> <p>Manages/Coordinates: No direct reports</p> <p>Liaises with:</p> <ul style="list-style-type: none"><li>• All in-scope South Gippsland Hospital Staff,</li><li>• Foster Medical Centre</li><li>• Consumer representatives</li><li>• Community Stakeholders as relevant</li></ul>	
<b>KEY RESULT AREAS</b>	
<ul style="list-style-type: none"><li>• Provide comprehensive and coordinated assessment, advocacy and appropriate referrals into the PAS program (Dietetics and Exercise Physiology) and other services as relevant for each participant.</li><li>• To champion a team to assist clients to understand and complete Advance Care Planning (ACP) practices within the South Gippsland Community.</li><li>• To champion a team with view to assist with falls prevention within the South Gippsland community</li><li>• Provide comprehensive individualised care planning for each eligible participant.</li><li>• Support clients to improve client empowerment, self-management and self-efficacy.</li><li>• Ensure client involvement in decision making and care planning.</li><li>• Promote a culture of person-centred care.</li><li>• Enhance participant skills to support healthy relationships within extended family and/or promote social connections within community.</li><li>• Support and promote participants digital literacy, and/or link clients in with community programs that provide digital/IT education.</li></ul>	

- Deliver group focussed education in relevant topics as required.
- Establish sound, collaborative working relationships with the multi-disciplinary Allied Health team, other internal staff, external clinicians and other stakeholders.
- Promote the PAS program to target vulnerable hard to reach members of the community.
- Maintain timely statistical data and documentation on all patient contact and clinical support activity in compliance with the South Gippsland Hospital Record and Documentation policy.
- Meet Key Performance Indicators (KPI's) of relevant funding body.
- Report effectively to the Allied Health Manager including escalating all clinical and non-clinical concerns.
- Contribute to the planning, development and evaluation of the PAS program in conjunction with the PAS team.
- Set priorities and work in a timely and efficient way according to various program requirements and all SGH Policies and Procedures, spending a minimum of 80% of time on client related activities.
- Demonstrate knowledge and commitment towards quality improvement activities and actively participate in departmental accreditation processes.
- Actively participate in the annual staff performance review and professional development opportunities.
- Participate in annual SGH mandatory competency training and assessment.
- Demonstrate a commitment to safety and quality of care.
- Perform other duties reasonably required as directed.

#### **SPECIALIST SKILLS AND KNOWLEDGE**

- Demonstrate willingness to undertake relevant training / course to develop skills and acquire knowledge
- Participate in the Performance and Development Review process (at 3 (new employees) and 12 months)
- Work within scope of practice according to qualifications and classification.
- Work according to the conduct, policies and standards of relevant external bodies and SGH

#### **QUALIFICATIONS AND EXPERIENCE**

- Tertiary qualifications in a relevant health or community services discipline.
- Relevant experience in advocacy, lifestyle coaching, health or community development.
- Experience in contemporary chronic disease management (desirable).
- Each employee is required to satisfy the requirements for this role as outlined within the relevant sections of the Allied Health Professional (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026

#### **KEY SELECTION CRITERIA**

- Tertiary qualifications in a relevant health or community services discipline.
- Demonstrated experience in care co-ordination including effective assessments, referrals and goal-based care planning and/or lifestyle coaching.
- Understanding of the principles of client advocacy, self-management and inclusive culturally safe practice.
- Demonstrated ability to prioritise and work both independently and collaboratively with a range of stakeholders.

- Demonstrated proficiency in digital information technologies.
- Demonstrated ability in administration, documentation and record keeping processes.
- Relevant aged care, community or health sector experience.
- Excellent interpersonal and communication skills.

### MANDATORY COMPETENCIES

Unless an employee is able to produce authorised evidence of successfully completing an approved mandatory competency, the employee will be required to successfully complete the competencies within the first three months of employment.

Each employee is then required to successfully complete mandatory clinical competencies annually.

### ORGANISATIONAL VALUES

South Gippsland Hospital (SGH) staff work with each other according to the Values listed below and the behaviours these values require when carrying out business.

These values are:

**Accountability – accepting responsibility for our actions**

**Trust- acting with integrity and being able to count on each other**

**Excellence – doing our best at all times and looking for ways to improve**

**Adaptability – being flexible and accepting of new ideas and change for the better**

**Mutual Respect – treating others in the way that want to be treated**

It is expected that staff will work according to these Values when working directly with other staff, clients and members of the community.

### OCCUPATIONAL HEALTH AND SAFETY

SGH recognises its obligation for full compliance with the *Occupational Health and Safety Act 2004* and associated Occupation Health and Safety regulations 2017. All staff are required:

- to comply with safety instructions in their work environment and to familiarise themselves with OH&S procedures.
- to take reasonable care of their own health and safety as well as that of other people who may be affected by their conduct in the workplace.
- to seek guidance about new or modified work procedures.
- to ensure that any hazardous conditions are eliminated or minimised and that near misses and injuries are reported immediately to their supervisor.

If the role includes people management duties, these include the requirement to manage the health and safety of people under this control and support the actions contained in SGH OH&S policies.

### INFECTION PREVENTION AND CONTROL

An effective, integrated organisation-wide Infection Prevention and Control Program is dependent upon the support, recognition, motivation, commitment and integrity of every staff member.

All staff members have a responsibility to maintain infection prevention and control knowledge levels commensurate with the requirements of the position, and to adhere to the organisation's Infection Prevention and Control policies and procedures at all times.

<b>LEARNING AND DEVELOPMENT</b>
<p>SGH is committed to education.</p> <p>All staff have a responsibility to undertake their own professional development and actively participate in the learning and development of others. This may involve colleagues, health professionals from other disciplines or students. Inter-professional education is strongly encouraged and supported and is integral to a small rural hospital</p>
<b>HEALTH AND WELLBEING</b>
<p>The health and wellbeing of employees is a priority for SGH and the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals is recognised in this workplace.</p> <p>Staff are expected to:</p> <ul style="list-style-type: none"> <li>• partake in the promotion of the health and wellbeing of employees</li> <li>• contribute to an inclusive and health promoting environment</li> <li>• promote our values of trust, excellence, accountability, adaptability and mutual respect</li> <li>• promote an organisational culture of positive mental health and wellbeing through supportive leadership, employee participation and shared decision making</li> </ul>
<b>DIVERSITY STATEMENT</b>
<p>SGH is committed to providing employment, health care and all related business based on the principles of access, equity and respect. SGH acknowledge the Traditional Custodians of the land on which we work and pay our respect to their Elders past, present and emerging.</p> <p>Staff are expected to provide excellence in care and a safe, welcoming and inclusive health service by:</p> <ul style="list-style-type: none"> <li>• extending respect to Aboriginal and Torres Strait Islander people at all times,</li> <li>• engaging respectfully with all cultures and</li> <li>• respecting and appreciating what makes each individual different, in terms of age, gender, ethnicity, religion, disability, sexual orientation, education and national origin.</li> </ul>
<b>MULTI AGENCY RISK ASSESSMENT MANAGEMENT (MARAM)</b>
<p>Family Violence is a health issue and SGH provide support to any staff member experiencing family violence. All public hospitals are legislated to screen, identify and respond to family violence. The Multi Agency Risk Assessment Management (MARAM) framework is a whole organisation, multi-level approach to family violence. At SGH, we are committed to align our organisation with the 4 pillars of the MARAM framework: Shared understanding, Collaborative practice, Responsibility for risk assessment and management and Systems, outcomes and improvement. We respectfully, safely, and sensitively engage with all. We work collaboratively to increase the safety of people experiencing family violence, and to keep perpetrators in view and accountable for their actions and behaviours. We are committed to ensuring that all staff have access to adequate training to enable them to fulfil the responsibilities assigned to their role in the MARAM framework. Employees will undertake MARAM training as appropriate to their position and adhere to related policies.</p> <p>At SGH <u>all</u> staff either contributes to or holds the following responsibilities;</p> <ul style="list-style-type: none"> <li>Responsibility 1: Respectful, sensitive and safe engagement with clients and colleagues</li> <li>Responsibility 2: Identification of family violence risk</li> <li>Responsibility 5: Seek secondary consultations and referrals for comprehensive risk assessment and management</li> <li>Responsibility 6: Contribute to information sharing with other services in line with SGH Information Sharing Policy</li> <li>Responsibility 9: Contribute to coordinated risk management</li> </ul>

Responsibility 10: Collaborate for ongoing risk assessment and risk management  
 In addition to the above, some senior nursing staff hold responsibilities of  
 Responsibility 3: Intermediate risk assessments  
 Responsibility 4: Intermediate risk management.

### **CONFIDENTIALITY**

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of SGH.

Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information.

Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

### **QUALITY AND RISK MANAGEMENT**

In order to ensure patient safety and high quality of care:

- Staff are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; and compliance with the policies, procedures, practices and organisational goals and objectives of SGH.
- Staff are required to encourage the patient to partner with the health care team and be at the center of all care decisions.
- Staff are required to contribute to the development and maintenance of the SGH Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk.
- Staff are required to abide by the Code of Conduct for Victorian Public Sector Employees
- Clinical leaders are required to help support other clinicians to understand and perform their delegated safety and quality roles, and ensure clinical staff are working within their designated scope of clinical practice

### **SPECIAL REQUIREMENTS**

- Staff will be required to satisfactorily complete a National Police Records, and Working with Children Check prior to commencing employment.
- Staff are strongly recommended to be vaccinated and remain up to date with their COVID-19 vaccinations
- Should your role require you to drive a SGH vehicle, a current Victorian Drivers Licence is required. Loss of licence or any licence infringement must be reported by the employee to Management immediately.
- A completion of pre-existing injury or illness declaration will be required prior to appointment to the position.
- SGH employees are expected to be familiar and work according to:
  - policies and procedures of SGH, including Risk Management Policy & Framework
  - Industrial Agreements that provide terms and conditions of employment
  - Scope of Practice and professional codes of conduct established for your profession
  - Code of Conduct for Victorian public sector employees and
  - Code of Conduct for Aged Care

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| <ul style="list-style-type: none"><li>○ Provisions of the Fair Work Act.</li></ul> |
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**INCUMBENT STATEMENT**

I, \_\_\_\_\_ have read, understand and accept  
(please print name)

the above Position Description.

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

Copy to staff member: ☐ Yes ☐ No

Details certified correct by:

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

Signature: \_\_\_\_\_

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