

POSITION DESCRIPTION

POSITION TITLE:	Service Navigator
DEPARTMENT:	Fairfield Integrated Child and Family Hub, Integrated Care
OPERATIONAL BASE:	Karitane Carramar – Fairfield Child and Family Hub, 138-150 The Horsley Drive, Carramar
AWARD:	Health Education Officer
STATUS:	Part-time, 24 hours per week (0.6 FTE) until June 2029 with the possibility of extension.
VACCINATION CATEGORY:	A - High Risk (including influenza Vaccinations)
RESPONSIBLE TO:	Responsible to Program Lead System Navigator – Fairfield Integrated Child and Family Hub through to Integrated Care Manager.

About You:

This is an exciting and unique opportunity to make a difference in the lives of families and children in the Fairfield area and wider community by supporting parents to be empowered to give their children the best start in life. You will have exceptional skills in working with families with children 0-5 years and demonstrate an understanding of their unique circumstances. You are familiar with the needs of the Fairfield local area and are passionate about making an impact. You are empathic, a good communicator and can connect and engage with a variety of stakeholders, and families from different cultural backgrounds.

Purpose of the Role

The Service Navigator will ensure that those families seeking support feel comfortable, understood and cared for. They will provide the space for people to navigate challenging questions and complex situations. The Service Navigator will ensure families are linked with services in a coordinated, stepped model of care that best meets their identified level of support need.

The Service Navigator will support parents to access services that improve family functioning, parent / child relationships, increase parental confidence and capacity, improve personal wellbeing, reduce parental stress, and improve connections with the community and services. The Service Navigator will play a pivotal role in fostering integration between service providers in health, NGOs and education and developing a more collaborative service ecosystem. They will act as a “way-finder” through connecting families to the right services and will have extensive knowledge about organisations and services in Fairfield and surrounding areas.

KEY SELECTION CRITERIA

1. Qualifications in social or health sciences, clinical or community services or equivalent.
2. Knowledge and understanding of issues affecting families in vulnerable circumstances and their children.

3. Demonstrated experience supporting families with children (0-5years), using a strengths-based and trauma informed approach in a navigator or case work capacity.
4. Demonstrated experience working alongside Aboriginal and Torres Strait Islander families and families from diverse cultural backgrounds and their children (including families from refugee backgrounds).
5. Effective written and verbal communication skills (including computer skills); interpersonal, problem solving and conflict resolution skills.
6. Demonstrated ability to build service partnerships to facilitate access to services for children and families.
7. Demonstrated ability to work in an inter-disciplinary, multi-stakeholder team to facilitate access to services for children and families (including services provided through NSW Health)
8. Demonstrated experience in working with academics on research projects including directly engaging in client participation and recruitment
9. Current Drivers Licence

CONDITIONS OF EMPLOYMENT

The majority of Karitane services close for approximately two weeks over the Christmas/New Year period, during which time employees are required to take leave.

Karitane supports a smoke free environment including grounds, buildings and vehicles.

Applicants will have a commitment to EEO & WHS, ethical practice and the principles of cultural diversity.

Relevant Police Check, Working with Children Check, Apprehended Violence Orders and prior employment checks, including relevant disciplinary proceedings, will be conducted on recommended applicants.

STATEMENT OF DUTIES

Listed are the primary duties of this role and the performance standards required to undertake the duties.

RESPONSIBILITIES

- 1. Connection and support of families to local services within the Fairfield Integrated Child and Family Hub and externally**
 - Build supportive relationships with families which may include attending group activities inside and outside of the hub.
 - Act as an initial point of contact and advocate for the needs of families including expectant parents and families with children aged 0-5 years attending the Fairfield Child and Family Hub.
 - Provide families with referral pathways as needed and requested, including both within the Fairfield Integrated Child and Family Hub and externally within the community e.g. allied health services, financial support services and assist families by facilitating these referrals.
 - Follow up with families over time to ensure an ongoing point of contact and the ability to provide further light-touch support as needed.
 - Provide trauma-informed service delivery using a strengths-based practice approach with families.

- To source direct support and help for families; this includes wider services and activities that may help to promote the family's health, wellbeing and case management to point of connection with appropriate service/support.

2. Co-ordination and Integration

- The Service Navigator will liaise with a range of multi-disciplinary professionals who are involved in a family's care, including health, education and NGO sector ensuring a smooth and coordinated approach, especially where multiple agencies are involved.
- Actively participate in practice level multi-agency team and/or family meetings.
- Attend local community engagement events to build rapport and relationships with local families, service providers and the community.
- The Service Navigator needs to identify when there is a need for urgent action or for a step-up in care and alert the relevant professionals. Identification and safe management of clinical risk/child protection/domestic violence through appropriate escalation pathways.
- The Service Navigator will play a role as a resource to other professionals acting as a single point of contact for advice on referral options, pathways and eligibility.
- The Service Navigator will be expected to develop knowledge of local services, using existing databases and developing links with service providers, keeping up-to-date with service changes and developments.
- The Service Navigator will work alongside services within the Fairfield Integrated Child and Family Hub and support the ongoing integration of services partnering within the hub.

3. Facilitate parenting groups

- The Service Navigator may be required to run groups such as playgroups and education sessions for parents.

4. Supporting research

The Fairfield Integrated Child and Family Hub is involved in multiple research projects, as part of this role your work will feed into these research projects as such the following duties form part of the role.

- Liaise with academics, researchers and other research participants, including organising and attending meetings associated with the research.
- Create appropriate documentation and reports and support organisational systems and keep accurate records of data, protocols and procedures.
- Contribute to reports to the funding body against milestones, outputs, deviations from the Project Plan, any significant difficulties encountered.
- Actively engaging in client participation and recruitment for research purposes.
- Ensure research is conducted in an ethical manner as described by the NHMRC.
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

ABOUT US

Established in 1923, Karitane is a dynamic and innovative not for profit health organisation and registered charity providing early parenting services. We support families with children from birth to

5 years of age through building parenting capacity, enhancing parent child relationships and strengthening a family's connections with supports in their community. Our services are evidence based and delivered by a caring and highly trained professional team of child and family health nurses, paediatricians, social workers, psychologists and psychiatrists offering complete, holistic care.

OUR CARE

Karitane staff provide safe, effective, family-centred quality care consistent with the organisation's mission, philosophy, values and standards of care, and adhere to the Professional Code of Conduct.

OUR VISION

Our impact will enable children to have the best start in life

OUR PURPOSE

We are trusted early parenting experts empowering families and children to be healthy, confident and resilient.

OUR VALUES

- **Respect - Our Relationships**

Our relationships are characterised by respect, support and a recognition of the value of every individual. Each family & child, colleague and care partner is important to us. We value our diverse backgrounds and professional approaches that contribute equally to Karitane's success in providing care.

- **Innovation –Our Future Focus**

We commit to creative and innovative approaches to our work informed by ongoing research, increasing knowledge, evidence-based practice and contemporary approaches to care. We seek new opportunities for delivering services that are sustainable and transforming for the families we serve.

- **Collaboration - Our Partnership Approach**

We seek to collaborate with our families, our colleagues and care partners to achieve our purpose. We build our partnerships through effective teamwork, shared decision making, our caring and supportive approach and appropriate and timely communication.

- **Excellence - Our Standard**

We strive for excellence in our work supported by effective leadership, professional, transparent and accountable practices, cultural awareness and a commitment to continuous learning.

SUPPORTING OUR PEOPLE

Karitane is a family-friendly, flexible workplace with a strong culture of success that reflects our values of innovation, excellence, respect and collaboration. We are a passionate, dynamic and highly engaged team making a difference to families' lives. We support each other and provide excellent professional development opportunities. We offer a comprehensive well-being support package, Employee Assistant Program, Perkbox reward & recognition program and discounted gym membership. If you come from NSW Ministry of Health or other affiliated health organizations you can transfer your leave entitlements to Karitane.

UNIVERSAL STATEMENT OF OBLIGATIONS

EDUCATION AND PROFESSIONAL DEVELOPMENT

- Pursue appropriate continuing education and professional development.
- Attend mandatory training in Fire, Manual Handling and other training as required.
- Recognise and respond to the need for accurate health promotional information for clients, visitors and other members of staff.

CLINICAL AND/OR CORPORATE GOVERNANCE

- Identify the needs of clients and where possible adapt services to meet those needs.
- Understand the accreditation processes within Karitane and participate in the implementation of improvement strategies.

CODE OF CONDUCT

- Adhere to the NSW Ministry of Health and SWSLHD professional Code of Conduct and Ethics.
- Demonstrate accountability and ethical behaviour in the performance of all duties.
- Respect the physical, emotional, social and spiritual needs of the client and their carers, including their right to be involved in decision-making affecting their health care.
- Report any suspected cases of child neglect or abuse to immediate manager.
- Be aware of medico/legal responsibilities.
- Maintain confidentiality and privacy at all times.
- Report suspected or actual; fraud associated with the workplace.

WORK HEALTH & SAFETY, SECURITY AND FIRE SAFETY

- Maintain a current driver's licence and provide a photocopy of same at annual performance appraisals.
- Adhere to Karitane's Work Health and Safety policy and procedures.
- Commitment to and understanding of NSW Health Smoke Free- free Health Care Policy
- Assist with the security of the building through the correct handling of keys.
- Report any damage or repairs required to buildings, furniture and equipment to the appropriate supervisor so that repairs can be arranged.
- Adhere to Karitane's procedures for 'Risk Management' of identified risks.
- Ensure all office equipment and lighting is turned off and work area is secure before leaving each day.
- Attend education sessions regarding WHS, security & fire safety.
- Follow the protocols for Incident Management & Reporting.

- Participate in security risk identification/assessment & report any suspicious occurrences/potential for aggressive episodes.
- Assist management in the creation and maintenance of a 'zero tolerance zone' where staff and clients can enjoy an environment in which violence and verbal abuse is not tolerated.

EQUAL EMPLOYMENT OPPORTUNITY, CULTURAL DIVERSITY AND ANTIDISCRIMINATION

- Be aware of and act within the bounds of the EEO Policy of SWSLHD.
- Be aware of and act within the bounds of the Anti-Discrimination policy of SWSLHD.
- Respond positively to the cultural beliefs and practices of clients, visitors and other staff members.
- Be actively involved in the optimizing service provision to people of Non English Speaking Backgrounds and Aboriginal and Torres Strait Islander backgrounds.
- Harassment will not be tolerated in any form, i.e. behaviour, verbal or physical, which is unwelcome, persistent and/or offensive.

PERFORMANCE MANAGEMENT

Performance appraisal will be carried out at three months and then annually with the Manager Integrated Care.

EXIT INTERVIEWS

Participate in an Exit interview on termination.

Employees Declaration

I have read this position description, I understand the position requirements and position demands checklist (attached) and agree that I can fulfil these requirements to the standards outlined.

I am not aware of any reason, which might interfere with my ability to perform the inherent position requirements and position demands of this position.

I am aware that my ongoing employment will be subject to my continued compliance with the relevant NSW Health policy directive/s concerning Immunisation Compliance, Occupational Assessment, and Screening & Vaccination against Specified Infectious Diseases. I am aware that I must ensure that myself and those staff reporting to me are made aware of, and comply with the requirements of, this/these policy directive/s I am aware that any false or misleading statements may threaten my appointment or continued employment with Karitane.

I agree to comply with the policies of NSW Health & Karitane

I also agree to strictly observe the policy on confidentiality of staff and patient information or such other sensitive or confidential information that I may come across in the course of my employment.

I am aware that during the course of my employment, regular criminal record checks and Working with Children's Checks will be conducted with my knowledge to ensure my ongoing suitability for employment.

Employee's Name

Signature

Date

I have explained the duties and responsibilities of this position to the employee.

Chief Executive Officer

Signature

Date

POSITION DEMANDS CHECKLIST

PHYSICAL DEMANDS	FREQUENCY
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Occasional
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Occasional
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Infrequent
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Frequent
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling - remaining in a kneeling posture to perform tasks	Occasional
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Occasional
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Not Applicable
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Infrequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Occasional
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Infrequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not Applicable
Reaching - Arms fully extended forward or raised above shoulder	Infrequent
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Occasional
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Infrequent
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Frequent
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Infrequent
Driving - Operating any motor powered vehicle	Infrequent
PHYSICAL DEMANDS	FREQUENCY
Sight - Use of sight is an integral part of work performance e.g. computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone	Constant

enquiries	
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals Not	Constant
Taste - Use of taste is an integral part of work performance e.g. Food preparation Not	Not Applicable
Touch - Use of touch is an integral part of work performance	Frequent
PHYSICAL DEMANDS	FREQUENCY
Distressed People - e.g. Emergency or grief situations	Occasional
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Occasional
Unpredictable People - e.g. Dementia, mental illness, head injuries	Occasional
Restraining - involvement in physical containment of patients / clients	Not Applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Infrequent
PHYSICAL DEMANDS	FREQUENCY
Dust - Exposure to atmospheric dust	Infrequent
Gases - Working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes - Exposure to noxious or toxic fumes	Not Applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not Applicable
Hazardous substances - e.g. Dry chemicals, glues	Not Applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting - Risk of trips, falls or eyestrain	Infrequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not Applicable
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Not Applicable
Confined Spaces - areas where only one egress (escape route) exists	Occasional
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent

Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Infrequent
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Infrequent
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Occasional

STATEMENT OF PHYSICAL STATUS

I have read the inherent job requirements for the position. I understand the listed physical, sensory, psychosocial and environmental requirements and the hazards of the position and mark the declaration below:

- ☐ I am not aware of any health condition/s (physical or mental) that might prevent me from performing the inherent requirements of this position.
- ☐ I have a health condition that may require the employer to provide me with services or aids (adjustments) so that I can adequately perform the inherent job requirements. Any adjustments I may need have been discussed with positions manager, prior to completing the health declaration.

I am aware that any false or misleading statements may threaten my appointment or continued employed with Karitane.

Employee Name:

Please print

Employee Signature:

Date: / /

Manager's Name:

Please print

Manager's Signature:

Date: / /
