



<b>Position Title:</b> Navigator	<b>Entity:</b> Independent Living Assessment Inc (iLA)
<b>Reports to:</b> Team Lead	<b>No of Direct Reports:</b> 0
<b>Industrial Instrument / Job Level:</b> Common Law Contract - Tier 5 Support	<b>Primary Location:</b> East Perth
<b>Position Requirements</b>	
<p><b>Primary Purpose</b></p> <p>Independent Living Assessment (iLA) is committed to its purpose of enhancing health and wellbeing by connecting the community with trusted knowledge and expertise. Our vision is to promote a community in which participation, living independently and inclusion are valued and supported. As an organisation iLA has a strong focus on building capacity to innovate and grow through its funded programs such as LiveUp.</p> <p>The Navigator will work predominantly within the LiveUp program and assist other iLA programs as required. The role of the Navigator is to guide older persons, their family and carers through the LiveUp digital suite of solutions to access relevant information and advice.</p> <p>The Navigator service aims to empower older people to improve and maintain their independence and enhance their decision-making, confidence and capability in their healthy ageing journey by:</p> <ul style="list-style-type: none"> <li>• Engaging with customers primarily through an online portal, phone and email.</li> <li>• Participate in community engagement activities as required to engage customers to build their awareness and usage of LiveUp. This may include interstate travel.</li> <li>• Building the awareness of accessible, practical and relevant information resources including Assistive Technology (AT).</li> <li>• Connecting people to access information, supports and services relevant to their needs.</li> <li>• Supporting people in navigating the digital suite of solutions</li> <li>• Providing guidance to people to evaluate information to make informed decisions.</li> <li>• Working with people to develop their confidence, capability, and motivation to act upon the information and apply it to their individual circumstances.</li> </ul>	
<p><b>Key Accountabilities/Responsibilities</b></p> <p><b><u>Health Safety Wellbeing &amp; Environment</u></b></p> <ul style="list-style-type: none"> <li>• Comply with all health, safety and hygiene policies, systems, and OH&amp;S legislation to maintain an appropriate working environment.</li> <li>• 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.</li> <li>• Contribute to a culture that supports wellbeing.</li> </ul> <p><b><u>Functional – Navigation</u></b></p> <ul style="list-style-type: none"> <li>• Deliver service through omnichannel communication to connect people to information, supports and services that assist their ageing journey.</li> <li>• Work with people to establish their needs and goals related to instrumental and activities of daily living (I/ADLs)</li> <li>• Ensure a consistent and reliable approach to the collation of supports and services available to older people throughout Australia, maintain a database and undertake key stakeholder engagement activities as required.</li> </ul>	

- Develop social media content and moderate platforms in line with the organisations code of conduct.
- Facilitate co-design and market research with LiveUp’s key customers.
- Support people to develop their understanding of information to have more effective communication with health professionals and service providers.
- Facilitate discussions to develop solution guides that meet the needs of the person with various resources and support.
- Maintain accurate and timely administrative records on relevant database and operational systems.
- Maintain a culture of innovation and best practice within the LiveUp programs customer facing service team.
- Assist in the development of the navigator service by participating in research projects and embracing professional development in line with business needs.

**Operational**

- Build and maintain relationships with LiveUp and ConnectUp 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 and ensure service delivery within Service level Agreements.
- 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. KPI’s are to be SMART goals. They are identified in the PDR to be specific to the individual teams and the position in a specified point in time.*

**Key Relationships**

*Key positions or groups with whom the individual will interact to perform the work of the position.*

**Internal**

- Management Team
- Leadership team
- All other teams in the organisation

**External**

- Clients
- Older people
- Community and reference groups
- Community care customers and families

**Key Behaviours**

Behavioural competencies or ‘behaviours’ are effectively attributes we display as we carry out our work, and ‘how’. Below identifies **KEY** competencies (**6-12 key to the role**) integral to the success of this position and the organisation. For this job classification level key competencies critical for success will be **Operational Behaviours**.

[Strategic Behaviours](#)

[Leadership Behaviours](#)

[Operational Behaviours](#)

<input type="checkbox"/> Aligning Performance for Success <input type="checkbox"/> Analytical Thinking <input type="checkbox"/> Critical Thinking <input type="checkbox"/> Building Strategic Working Relationships <input type="checkbox"/> Change Management <input type="checkbox"/> Innovation & Creativity <input type="checkbox"/> Leading through Vision & Values <input type="checkbox"/> Strategic Decision Making	<input type="checkbox"/> Adaptability/ Agile Approach <input type="checkbox"/> Building Customer Loyalty <input type="checkbox"/> Building Partnerships <input type="checkbox"/> Leading the Team – people centric <input type="checkbox"/> Coaching/developing others <input type="checkbox"/> Delegating Responsibility <input type="checkbox"/> Decision Making <input type="checkbox"/> Information Monitoring <input type="checkbox"/> Influencing /Negotiation <input type="checkbox"/> Managing Conflict <input type="checkbox"/> Project Management <input type="checkbox"/> Digital capability <input type="checkbox"/> Business Acumen <input type="checkbox"/> Growth mindset <input type="checkbox"/> Stakeholder engagement <input type="checkbox"/> Stress Tolerance/Resilience	<input checked="" type="checkbox"/> <b>Applied Continuous Learning</b> <input type="checkbox"/> Marketing & Comms <input checked="" type="checkbox"/> <b>Build Trust</b> <input checked="" type="checkbox"/> <b>Communication</b> <input checked="" type="checkbox"/> <b>Client Liaison</b> <input checked="" type="checkbox"/> <b>Demonstrates Initiative</b> <input type="checkbox"/> Energy <input type="checkbox"/> Formal Presentation <input type="checkbox"/> Gaining Commitment <input type="checkbox"/> Legislative & Industry Standards <input checked="" type="checkbox"/> <b>Organisation &amp; Self Management</b> <input checked="" type="checkbox"/> <b>Quality &amp; Work Standards</b> <input checked="" type="checkbox"/> <b>Results Focused</b> <input type="checkbox"/> Safety & Environmental Excellence <input checked="" type="checkbox"/> <b>Teamwork</b> <input type="checkbox"/> Tenacity
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**General Assessed**

Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit
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**Work Related 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*

- Current understanding of My Aged Car 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.

**Work Experience**

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

- Role/s in similar position and/or industry, with exposure to at least one of the functional areas encompassed by this role
- Networking and relationship building skills

**Qualifications**

Certificate IV in Assistive Technology, Mentoring or equivalent (desirable, not essential) National NDIS Worker Screening  
 Current Drivers' Licence (if required for role)

**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.

Prepared & Approved By: Sarah Easton and Tyler Daries

Date Reviewed/Modified: 15/02/2024

\*All PDs should be sent to P&C for approval and uploading to SharePoint

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

**HR Use Only**

**Risk Assessed Role (NDIS Worker Screening Check) Yes, NDIS risk assessed role**

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: 1/02/2022 Assessed By: Lisa Karabin, People & Culture Manager