



Position Description

Position Title	Seniors Lifestyle Program Care Navigator
Division / Team	Client services / Allied Health
Reports to	Seniors Lifestyle Program Team Lead
Agreement / Award	Dependent on professional registration
Classification	As per contract of employment
EFT / Term	As per contract of employment
Work Location	As per contract of employment
Date Approved	December 2025

About Ballarat Community Health Ballarat Community Health (BCH) provides a wide range of community health and wellbeing services across Ballarat and Western Victoria. We are passionate about improving the health and wellbeing of the communities we support and addressing health and social inequality. We strive for safe, effective, connected, person centred quality services, and advocate to improve systems to bring about positive outcomes for the broader community. Our work is guided by our core values. These values inform how we work with each other, the partnerships we develop, as well as how we collaborate with and support our community. At BCH we believe our people are our greatest asset. We know that developing and retaining a skilled workforce is fundamental to our success. We are committed to nurturing an inclusive, capable and diverse workforce, and creating environments where our people thrive and excel.

Our Purpose Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services.

Our Leading Principles Address health inequity and inequality
 Improve the health and wellbeing of our community
 Have impact and be sustainable

Values	Respect Valuing other points of view and treating people with respect	Integrity Acting with sincerity and honesty	Courage Strength in the face of challenges
	Resilience The ability to be strong in adversity, and bounce back with renewed hope	Responsibility Being reliable and accountable to others	Optimism Focusing on potential and abilities

Diversity Statement Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural, and linguistic backgrounds, and financial status.

Position Summary The Care Navigator supports older adults to live independently, safely and confidently in the community. Working within Ballarat Community Health’s **Seniors Lifestyle Program**, the role is part of a multidisciplinary, wellness-focused service that builds capacity, enhances social connection and promotes healthy ageing.

The Program focuses on improving functional capacity, enhancing wellbeing, and promoting independence for those who are experiencing mild to moderate frailty. Its aim is to reduce, slow, or reverse frailty symptoms and minimise the risk of avoidable emergency department presentations, falls or falls-related events and unnecessary hospitalisations. This is achieved through coordinated care planning, targeted supports such as physical activity, nutrition and medication management, opportunities for social connection and ongoing assessment and review to support sustained behaviour change.

Operating under a wellness and reablement model, the Care Navigator provides person-centred care coordination, manages a caseload of participants and works collaboratively with allied health, nursing, general practitioners and community providers. The role strengthens support networks, advocates for participant needs and assists individuals and families to navigate the aged care system.

Through proactive engagement, coaching and integrated care collaboration, the Care Navigator ensures older people receive timely, goal-aligned and holistic support that promotes independence, self-management and improved quality of life.

Principal Areas of Responsibility

Care Coordination & Case Management

- Monitor and manage incoming referrals, undertaking initial contact and screening to determine suitability for the Program.
- Manage a caseload of participants across their 6-month involvement in the Program, ensuring care plans remain responsive to changes in health, function, or circumstances.
- Conduct initial assessments and develop person-centred care plans aligned with individual goals.
- Undertake regular reviews and monitor health, social and functional changes.
- Support participants to access brokerage services and ensure timely coordination and management of brokerage funding under the direction of the Team Lead.
- Work within the boundaries of the role when multiple services are involved.
- Respond promptly to risks, deterioration, or escalating needs through appropriate coordination.
- Maintain accurate, timely documentation and compliance with BCH and legislative standards.

Participant Support, Capacity Building & Advocacy

- Assist participants, carers and families to navigate the aged care system, understand pathways to make informed decisions.
- Advocate for participant rights, preferences and informed decision-making.
- Use coaching, motivational engagement and reablement strategies to build daily living skills and confidence.
- Support social participation, wellbeing and engagement in meaningful activities.

Collaboration & Relationship Building

- Build collaborative relationships with GPs, allied health, nursing, aged care providers, healthcare networks and community organisations to facilitate integrated, timely and holistic care.
- Facilitate effective communication and information sharing across the participant's care team.
- Participate in multidisciplinary meetings, case reviews/huddles and shared care planning.

Transition Planning & Post-Program Support

- Prepare participants for Program completion, including goal review and transition planning and coordination of referrals for ongoing support.
- Identify ongoing support needs and facilitate referrals to aged care, community and health services.
- Strengthen links with aged care networks to promote continuity of care beyond the Program.

- Ensure participants and carers receive clear information supporting sustained behaviour change.
- Keep yourself up to date with a wide range of resources and local services to inform participants and/or a participant's family or representatives.

Program Delivery, Evaluation & Quality Improvement

- Complete mandatory assessments and program data collection and reporting as required by the Program guidelines and the Department of Health
- Contribute to program outcomes monitoring and continuous improvement.
- Use judgement, or knowledge acquired through relevant previous experience to undertake service planning and problem solving.
- Participate in service development activities and implementation of best-practice approaches.
- Ensure alignment with Aged Care Quality Standards, BCH values and legislative requirements.
- Contribute to program evaluation, quality improvement initiatives, and service development within the Seniors Lifestyle Program.

Scope

- Work under the direction of the Seniors Lifestyle Program Team Lead and Allied Health Manager and contribute to the delivery of a community-based, multidisciplinary service supporting older adults to remain living well at home.
- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
- Operate autonomously within clinical guidelines and use judgement to make clinical decisions.
- Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board.
- Continuing education to keep abreast of changes.

Organisational Responsibilities

- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
- Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes
- Establish and maintain cooperative working relationships with staff and always ensure alignment with the BCH values
- Work within professional boundaries and relevant scope of practise at all times
- Maintain relevant professional registration
- Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
- Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
- Participate in compulsory BCH training programs
- Ensure that client and staff confidentiality is respected and upheld at all times
- Attend and actively participate in meetings as required
- Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
- Participate in performance development plans and supervision
- Participate in the organisation's continuous quality improvement programs and activities

Qualification requirements

- Tertiary qualification in Allied Health, Counselling or related discipline and/or relevant substantial experience in Assessment, Case management or the Community Services sector.

**Key Selection
Criteria****1. Experience:**

- Previous experience in case management and participant care planning and is essential.
- Prior experience in At Home Care (Home Care Package or Support at Home) and/or community aged care programs.
- Proven ability to communicate and work with a diverse range of people experiences; including but not limited to; Elder Abuse, mental health, social isolation, functional decline, cognitive decline and financial disadvantage
- Experience with working with older people and/or participants with complex needs.

2. Interpersonal Skills:

- Highly developed oral and written communication skills and excellent interpersonal skills, working with a diverse range of stakeholders including members of the community, other organisations and/or aged care providers.
- Proven ability to provide excellent service to client, staff and general community members
- Ability to maintain client privacy and confidentiality
- Effective oral and verbal communication skills, including the ability to show empathy and patience towards clients and staff and effectively solve problems through discussion and innovation

3. Written Communication:

- Strong written communication and report writing skills

4. Computer Skills:

- Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs and database management systems
- Familiarity with clinical management software and technology, PRODA and My Aged Care.

5. Organisational Skills:

- Ability to prioritise workloads and conflicting tasks and manage deadlines
- Self-motivated, proactive and an ability to work independently
- Proven ability to use initiative to solve problems
- High attention to detail

6. Alignment with BCH values:

- Ability to align with the BCH values in all areas of work

**Conditions of
Employment and
other relevant
information**

- The successful applicant will be required to maintain a current driver's licence.
- BCH strongly supports Equal Opportunity and Access to Services and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
- The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
- The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
- The successful applicant will be required to obtain and maintain a valid NDIS Worker Screening Check whilst employed in this position.
- Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
- BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included

in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.

- Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.
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