# Lessons learnt from navigators

# Competency-based recruitment

## Who is this for and why

This resource may be helpful for the care finder line manager and the care finder as an additional resource to their existing expertise and knowledge. It is based upon experiences and reflections of Aged Care System Navigators and COTA Australia as part of the Australian Government funded Aged Care System Navigator Trial Measure (ACSN). These lessons could be of assistance to care finder organisations and their teams.

Official operation of the National care finder program is governed by care finder policy documentation.

# About this resource

This resource accompanies the *Care finder Competency Framework* document and describes competencies that were identified as essential for navigators to undertake their work. It then matches these with a position description, sample questions and duty statements that were used to employ navigators.

This document comprises:

1. Guidance on developing competency-based questions.
2. A table integrating the Care Finder Competency Framework, domains of knowledge with duty statements and sample interview questions.
3. A sample position description developed for employment of ACSN. This will need to be adapted for use for care finders.

# Competency-based questions

An important initial step in competency base recruitment is devising the right questions that reflect what you want the person to do in the advertised role. Questions should:

- accurately reflect the skill levels required for the job
- be clear-cut, not ambiguous
- enable exploration
- demonstrate what the applicant has done and how they did it
- be relevant to the job
- demonstrate outcomes

Table 1 below shows how these competencies are mapped against domains of knowledge from the *Care finder Competency Framework*, and how they can be translated into duty statements and sample interview questions.

## Table 1: Integrating domains of knowledge, duty statements and sample interview questions

| Domain of Knowledge | Description of the competency framework | Duty Statement | Sample Interview Questions |
|---|---|---|---|
| **Communication and Interpersonal Skills** | Understanding of interpersonal, trust-building, and communication skills, resulting in effective exchange of information and collaboration with clients, their families, and services. | Develop and maintain trusted relationships with customers | Tell us of a time when you developed and maintained a trusted relationship with a client, and what was the outcome of this? |
| **Access to Services** | Understanding of how to assist and support clients to identify and access services that are appropriate to their individual needs, preferences, and circumstance. | Support clients to identify and access services that are appropriate to their individual needs, preferences, and circumstance. | Tell as about a time you supported a person to identify and access services that were appropriate to their individual needs, preferences, and circumstance and what was the outcome of this? |
| **Person-Centred Practice** | Understanding of the principles of Person-Centred practice, incorporating the principles of Trauma-Informed Practice, Cultural Safety, and inclusive practices in doing so. | Provide person-centred service to Navigator service customers and those who support them | Tell us about a time when you have used person centred practices. In doing, so can you identify where you have used Cultural Safety and Trauma Informed Practices, and what was the outcome of this? |

| Domain of Knowledge | Description of the competency framework | Duty Statement | Sample Interview Questions |
|---|---|---|---|
| **Service Coordination and Integration** | Understanding of how to ensure the clients' supports are delivered in a coordinated manner, reducing service complexity and confusion and maximising individual choice and control. | As required work collaboratively with other services to ensure customer services delivery is coordinated and integrated | Tell us a time when you have worked collaboratively with services to ensure a client's services were designed and delivered in an integrated manner, and what was the outcome of this? |
| **Knowledge of Ageing** | Understanding of the ageing process and related life transitions to provide support based on clients' individual capacities, needs and circumstances. | Provide support to the customer based upon clients' individual capacities, needs and circumstances as they age. | Tell us about a time when have shaped your support to a client, based upon their individual capacities, needs, circumstances as they age, and what was the outcome of this? |
| **Education and Information** | Understanding of how to effectively provide information to older people and their families, enabling informed decision making. | Present information to older people and those who support them in ways that are both accessible and understandable to enable effective decision making. | Tell us about an occasion where you provided information to older people and how did you ensured this information was understood and enabled informed decision making, and what was the outcome of this? |

| Domain of Knowledge | Description of the competency framework | Duty Statement | Sample Interview Questions |
|---|---|---|---|
| **Record Management and reporting** | Understanding of effectively managing clients' information and records consistent with good records management practices and the Australian Privacy Principles. | Maintain timely, accessible and accurate customer case notes and data, consistent with National Data Privacey Principles and Programe Guidelines. | Tell us how you have managed clients' records and data in ways that were consistent with National Data Privacy Principles and what was the outcome of this? |
| **Building and Sustaining Networks** | Understanding of how to effectively build local networks that will support clients to access and use services. | Develop and maintain sector and community engagement with a wide range of stakeholders and intermediaries (Formal and Informal). | Tell us about time when you have developed and built local networks that would support clients to access and use services and what was the outcome of this? |

# Sample position description

## Aged Care System Navigator

| Level: | |
|---|---|
| Hours: | |
| Location: | |
| Contract: | |

This document was developed for employment of navigators, and will need to be adapted for use by care finders.

Aged Care System Navigator

The Aged Care System Navigators' role was to support and assist older people to effectively engage with the aged care system and identify the supports they required, particularly people who have limited ability to engage with these systems due to individual circumstances and capacity. In doing so, navigators identified and supported people who had become disengaged from Government funded support services.

# Position summary

Under the supervision of the MANAGER/TEAM LEADER, the navigator is responsible for high quality person-centred services that deliver independent information and support to people who need assistance to access and understand the aged care system.

The Navigator role has four primary areas of responsibility:

1. To provide assertive outreach support to the people identified as having the greatest need from marginalised or hard to reach populations, e.g. people with language, literacy or cultural barriers, people who are isolated or facing financial hardship; and to help connect them to aged care services.
2. To inform and communicate effectively with people to help them understand and navigate the aged care system and maximise their individual choice and control.
3. To maintain timely and accurate records concerning individual customers and activities undertaken.
4. Participate in meetings as required, including the Community of Practice Meeting and State and Territory Meeting.

# Duty statement

1. Provide person-centred service to navigator service customers and those who support them.
2. Develop and maintain trusted relationships with customers.
3. Present information to older people and those who support them in ways that are both accessible and understandable to enable effective decision-making.
4. Support customer to identify and access services that are appropriate to their individual needs, preferences, and circumstance.
5. Provide support to the customer based on clients' capacities, needs and circumstances.
6. Maintain timely, accessible and accurate customer case notes and data, consistent with National Data Privacy Principles and Programme Guidelines.
7. Develop and maintain sector and community engagement with a wide range of stakeholders and intermediaries (Formal and Informal).
8. Work collaboratively with other services to ensure that customer service delivery is coordinated and integrated.
9. Develop promotional and information resources tailored for local areas of operation.

# Skills and experience

- A qualification in a related field, e.g., aged care, community care, social work, allied health, nursing, **and** demonstrated professional experience working with clients in delivering a community-based service within the aged care sector.

- Demonstrated a high-level understanding of My Aged Care systems and processes (including aged care assessments) and an understanding of aged care services.

- Understanding of the intersection between the Aged Care System and other systems, such as the Health System for people with chronic health conditions.

- Empathic approach, person-centred practice and the ability to quickly build rapport with a diverse range of customers and families.

- High-level communication and administrative skills, including collecting, recording and reporting on data in line with key performance indicators.

- Knowledge and experience of group facilitation and group dynamics.

- Demonstrated experience working across a range of service providers developing and maintaining professional relationships and networking across organisations and service systems.

- Demonstrated commitment to supporting the needs and rights of people from diverse backgrounds, e.g. Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse communities, people from Lesbian, Gay, Bisexual, Transgender and Intersex communities, and those from rural/remote communities.

- Relevant registrations and qualifications (e.g. Working with Vulnerable People; Working with Children; Full Driver's License; First Aid Certificate).