



POSITION	Elder Abuse Practitioner	STATUS	0.6 FTE
REPORTS TO	Program Coordinator Elder Abuse	LOCATION	The role is primarily outreach-based, servicing the City of Greater Geelong, Surf Coast Shire, Borough of Queenscliff, and Colac Otway Shire.

BETTER PLACE AUSTRALIA

Better Place Australia has a vision of *“An Australia where all people experience positive relationships, truly value each other and live safer, more fulfilling lives”*. Our purpose is *“To empower people to become more resilient and experience improved wellbeing to better determine their futures”*.

Our organisational values are at the forefront of all interactions with our employees, our clients and our stakeholders.

We are:

- Creative
- Caring
- Welcoming
- Responsive; and
- Thriving

As a community focused ‘for-purpose’ organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across Victoria.

PURPOSE OF ROLE

The Elder Abuse Practitioner will coordinate all victim survivor activity responding to Elder Abuse. The practitioner will provide a trauma informed, wrap around case management service for responding to elder abuse. In doing so, the position holder will receive referrals from the orange door, local community and self-referrals. The Elder Abuse Practitioner will:

- Provide high-quality trauma informed wrap around case management, support, and advocacy to older people experiencing or at risk of elder abuse
- Deliver community education to raise awareness of elder abuse, its signs, and available supports.
- Build networks and referral pathways with community, health, and legal services.
- Strategically position Better Place as market leaders within the sector and seek growth, innovation, and expansion opportunities, and create strong engagement with stakeholders, community and business.

WORK PERFORMED

Direct Service and Key Responsibilities:
Case Management:

- Conduct risk and needs assessments for older clients that are MARAM aligned
- Develop and implement case plans, including safety planning.
- Provide secondary consultations and information, advice, and referrals to appropriate services (legal, health, housing, etc.).
- Maintain accurate and confidential victim survivor records.
- Liaise with Adult Protective Services, police, and other agencies as needed
- Ensure all clients' outcomes are undertaken, follow ups conducted and outcomes measures are undertaken with clients following case closure
- Maintain accurate, current and complete records in accordance with privacy and health records legislation, role-specific legislative requirements (including child protection, mental health and family violence), common law duties (including duty of care and evidentiary standards), professional standards, and organisational policies

Community Education & Engagement:

- Deliver education sessions to community groups and professionals.
- Promote awareness of elder abuse and available supports.
- Build relationships with stakeholders (aged care, health, police, legal, community services).

Advocacy:

- Advocate for the rights and wellbeing of older people.
- Support clients to access justice, safety, and support services.

Collaboration:

- Work as part of a multidisciplinary team.
- Participate in relevant networks and working groups.
- Brief and de-brief with peers as appropriate
- Promote teamwork through the sharing of skills and knowledge
- Participate in staff activities including but not limited to staff meetings, staff development, on-going training activities and case review
- Attend and actively engage in supervision sessions as required.
- Participate in the annual staff appraisal process.
- Maintain knowledge of, and adhere to, the policies and procedures of the organisation.
- Work consultatively with colleagues to foster cross unit collaboration with the aim of providing a wraparound approach to service delivery, achieving high levels of knowledge sharing, and providing mentoring and growth opportunities for practitioners.

Other:

- Foster a culture of professionalism, innovation, and collaboration in line with Better Place's vision and values
- Support and participate in the organisation's continuous quality improvement process.
- Other duties as assigned and which are consistent with the scope of the position.

KNOWLEDGE AND EXPERIENCE

Essential Qualifications:

- Social Worker or Registered Nurse AASW/AHPRA member or eligible for membership

Experience:

- Demonstrated experience in case management, preferably with older people or in family violence, mental health, or community services.

- Understanding of elder abuse, its forms (physical, emotional, financial, neglect, etc.), and risk factors. Demonstrated commitment to Child Safety and evidence of active involvement in child safety activities and initiatives
- Extensive experience in both community settings and hospital settings undertaking high level victim survivor assessment, care planning and coordination. A background in family violence would be a distinct advantage.
- Advanced problem-solving skills
- A sound understanding of the Aged Care Sector
- Demonstrated high level of skills in screening and assessment of elder abuse
- MARAM trained
- Demonstrated high level of skills in managing and resolving conflict
- A thorough understanding of specific issues relating to the issues around elder abuse
- Advanced level of comprehensive assessment and care coordination beyond the scope of discipline specific practice
- High level knowledge of complex care options and services available to the aged and ability to refer to appropriate services and agencies including community and health services
- Demonstrated experience in working within a multi-disciplinary team
- Proficient in the use of the Microsoft Office suite and Victim survivor management systems

Skills:

- Strong assessment, safety planning, crisis intervention, and advocacy skills.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Cultural competence and sensitivity to diversity.
- Knowledge of relevant legislation, mandatory reporting, and ethical practice.
- Ability to travel to provide outreach support to Victim Survivors
- Reflective self- assessment skills are essential
- Highly skilled in documenting episodes of care to a standard suitable for clinical review, safeguarding, regulatory scrutiny and legal processes, ensuring full compliance with legislative, professional and organisational requirements.

Desirable:

- Experience delivering community education or training.
- Counselling qualifications or experience.
- Knowledge of the aged care, health, or legal sectors.

PERSONAL COMPETENCY REQUIREMENTS

- The ability to think creatively and develop innovative responses to specific situations as they arise.
- Strong interpersonal and communication skills.
- The ability to rapidly develop rapport with clients.
- Demonstrated experience in working within a multi-disciplinary team.
- Highly skilled in documenting episodes of care to a standard suitable for clinical review, safeguarding, regulatory scrutiny and legal processes, ensuring full compliance with legislative, professional and organisational requirements.
- Highly developed interpersonal skills and ability to build relationships and partnerships with internal and

external stakeholders.

- High quality written and verbal communication skills including the ability to produce high quality court reports and other correspondence.
- Proven ability to identify service gaps including the development of innovative responses to new and emerging opportunities.
- Ability to represent the organization in service networking forums, engaging and maintaining effective stakeholders' relationships.
- Proven ability to work well in a team including the ability to meet team objectives, work well under pressure and the ability to meet set deadlines.
- Excellent customer service and internal consulting skills together with a proven ability to maintain constructive working relationships with a broad range of key stakeholders
- Excellent attention to detail and analytical skills
- Ability to work autonomously and as part of a team

RISK SCREENING

- Current Victorian driver's license and access to own transport (Vehicle with full comprehensive insurance)
- Current satisfactory National Police check
- Working with Children Check (Victoria)
- Annual Influenza Vaccination

KEY RELATIONSHIPS / INTERACTIONS

Internal

- Administration and Intake
- Operational Staff
- Program Coordinators
- Executive Team
- CEO
- Board Members

External

- The Orange Door
- Victim Survivors and their family members
- Victoria Police
- Members of the Community
- Community and Government Representatives and Service Providers.
- External partners
- Government funding bodies
- Other community services providers and Peak bodies

GENERAL INFORMATION

Better Place Australia is a for purpose organisation, providing services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances.

We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. At BPA, we all have a shared responsibility for supporting a culture of inclusivity and diversity. Our organisation is committed to child safety and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.