Position Description
Care Finder

Role overview	
Location	North (Launceston)
Classification	SCHADS Level 5.1
Kind of employment	Fixed term to 30/06/2025 with the possibility of extension, subject to funding 3 days a week (0.6 FTE)
Immediate manager	Team Leader - Care Finder

About COTA Tasmania

Council on the Ageing (COTA) Tasmania Inc. has been the voice of older Tasmanians for 60 years. COTA Tasmania is a well-respected peak body (non-for-profit organisation) representing the interests of older Tasmanians through systemic advocacy and community engagement and consultation.

Our Vision
Ageing in Australia is a time of possibility, opportunity, and influence.

Our Mission
We advance the rights, interests, and futures of Australians as we age.

Our Values
Respect, Diversity, Collaboration, Integrity.

We are guided by the following principles:

- To maximise the economic, social, and political participation of older Tasmanians.
- To challenge ageism in Tasmania, reject negative stereotypes and promote positive views of ageing.
- To redress disadvantage and discrimination in Tasmania.
- To promote interdependence and consciousness across generations in Tasmania.
- To encourage and support services that are valued and used by older people living in Tasmania.

Position summary

Care Finder is a Commonwealth-funded program commissioned by Primary Health Tasmania. It aims to connect and engage older people in the program's target group, who experience difficulties accessing aged care services. Care Finders provide free, one-on-one support for older Tasmanians to interact with My Aged Care and access aged care services and other relevant supports in the community. Care Finders are located in each of Tasmania's three major regions.

The main components of the Care Finder role are as follows:

- assertive outreach, engagement and rapport building – proactively identifying and engaging with people in the care finder target population;
- support people through registration, screening and assessment for aged care services;
- support people to identify, connect with and access services that are appropriate to their individual needs, preferences and circumstances;
- perform high level check-in with clients to see if services are still in place and meeting needs; and
- provide follow up support if needs change or services have lapsed.

The Care Finder will contribute to ensuring effective delivery, compliance and reporting to funding partners; and work collaboratively with the COTA Tasmania team and relevant external stakeholders.

From time to time, intrastate travel may be required.

Relevant legislation

- *Fair Work Act 2009* (Cth)
- *Privacy Act 1988* (Cth)
- *Personal Information Protection Act 2004* (TAS)
- *Anti-Discrimination Act 1998 (*TAS)
- *Work Health and Safety Act 2012* (TAS)
- *Work Health and Safety Regulations 2012* (TAS)
- *Australian Human Rights Commission Act 1986* (Cth)
- *Age Discrimination Act 2004* (Cth)
- *Disability Discrimination Act 1992* (Cth)
- *Racial Discrimination Act 1975* (Cth)
- *Sex Discrimination Act 1984* (Cth)
- *Aged Care Act 1997* (Cth)
- Relevant Industrial Awards and Agreements

Key accountabilities

Client support

- Build rapport with older people in the Care Finder target population.

- Provide personalised support to identify the person's needs; and assist them to navigate the aged care system and connect with services that are suitable to their needs, preferences and circumstances.
- Provide accessible and easy to understand information to clients and referrers.
- Conduct facilitated referrals to services and support within and outside of the aged care system to support individual wellbeing, independence and reablement.
- Work collaboratively with other services to ensure that services and supports are coordinated and integrated.

Outreach

- Work with the Care Finder team to plan, arrange and contribute to the undertaking of assertive outreach activities across Tasmania to identify and engage with vulnerable older people.
- Identify opportunities for delivery of the program to the target group that are effective and ensure the greatest reach.
- Liaise with networks and community organisations to promote the Care Finder services.

Administration and reporting

- Maintain accurate records of clients, case notes and interactions using COTA Tasmania's Client Relationship Management (CRM) platform.
- Provide relevant referral information to colleagues and other agencies.
- Ensure detailed record keeping of services in line with data privacy principles and program requirements.
- Collect data and prepare case studies as required for COTA Tasmania, Primary Health Tasmania and the program evaluators.

Workplace Health and Safety (WHS)

- Take reasonable care of the health and safety of self and others when on duty.
- Liaise with other employees to ensure health, safety and wellbeing at work.
- Cooperate with COTA Tasmania's management and Board in efforts to comply with WHS requirements.

Other

- Participate in evaluation, review and continuous improvement activities as required.
- Participate in information sharing, communication and professional development.
- Uphold privacy and confidentiality requirements of the organisation.
- Develop evidence-based and user-friendly information resources as required.
- Show a commitment to COTA Tasmania values.
- Manage self and demonstrate commitment to learning through evaluation and review of own performance, development of skills, experience and knowledge.
- Display professional personal presentation.
- Any other duties as directed by the Team Leader - Care Finder, Senior Care Finder, or CEO.

Key challenges

- Using interpersonal skills to interact and communicate in challenging situations.
- Working in a fast-paced, changing service environment and dealing with ambiguity.
- Prioritising and managing a range of deliverables and tasks in a high-volume program.
- Understanding and practicing personal and professional boundaries, privacy and confidentiality and ethical behaviour.
- Building and maintaining effective working relationships and networks with clients, referrers, funding partners and other stakeholders to facilitate the success of COTA Tasmania's Care Finder program.

Key relationships

Reports to

- Team Leader - Care Finder

Internal relationships

- Care Finder team
- Program and project teams
- Executive management
- Administration and Finance Officer

External relationships

- Care Finder clients
- My Aged Care
- Aged Care providers
- Services Australia
- Service partners
- Funding partners

Role dimensions

Decision making

INDIVIDUAL DECISION MAKING

- Manage individual caseload.
- Manage assigned assertive outreach activities.
- Work autonomously on a range of tasks and initiatives and undertake research and analyse information independently.
- Provide advice and seek information from stakeholders.
- Identify key issues and resolve potential conflicts at an early stage.

IN CONSULTATION DECISION MAKING

- Consult with the Team Leader - Care Finder and Senior Care Finder on complex issues and priorities to manage cases.
- Contribute to reports and briefs.

Budget/expenditure

- Manage expenditure within approved budgets.

Essential requirements

1. Commitment to the mission and values of COTA Tasmania.
2. Relevant tertiary qualifications and/or relevant experience in client-focused positions within health or community services.
3. Understanding of the operation of the aged care system including aged care assessments.
4. Demonstrated experience in delivering customer service to older people from diverse backgrounds and special needs groups.
5. Knowledge of the aged care and related sectors and networks in Tasmania.
6. Highly developed oral, written, interpersonal communication and problem-solving skills.
7. Empathetic approach, commitment to person-centred practice, and the ability to quickly build trust and rapport with a diverse range of clients.
8. Capacity to maintain effective working relationships with key stakeholders; and build and participate in partnerships.
9. Highly developed organisational and time management skills together with an ability to work as part of a small team.
10. Demonstrated success in achieving Key Performance Indicators (KPIs).
11. High proficiency in information technology skills including experience with Office 365 and contemporary CRM and data reporting software.
12. Current driver's licence, satisfactory National Police Check, and Working with Vulnerable People (employment) registration.
13. Knowledge of Workplace Health & Safety (WHS) requirements and risk management planning.
14. Willingness to work and behave at all times in ways consistent with COTA Tasmania's policies and procedures.

Desirable

1. Knowledge of the issues and opportunities facing older Tasmanians.
2. Not for profit or community sector experience.
3. Training in Mental Health First Aid and trauma-informed service delivery.

Applicants are encouraged to contact us if they have any questions or concerns about the essential requirements or COTA Tasmania's equal employment opportunity policies.