

POSITION DESCRIPTION: CARE FINDER

Reports to:	Senior Manager, Ageing & Disability Services
Direct Reports:	Nil
Employment Type:	Part-time (0.8 FTE, 60 hours per week)
Award classification:	SCHADS Award, Level 5
Office location:	Meridian, 85 Northbourne Ave, Turner ACT
Other conditions:	Hybrid role will be considered with minimum of two office days

Position Overview

The Care Finder provides specialist aged services navigation to people who are eligible for aged care services and require intensive support including interacting with My Aged Care, accessing aged care services and community supports. The Care Finder improves outcomes for eligible participants by:

- improved coordination of support when seeking to access aged care
- improved understanding of aged care services and how to access them
- improved openness and willingness to engage with the aged care system
- increased care finder workforce capability to meet client needs
- increased rates of access to aged care services and connections with other relevant supports
- increased rates of staying connected to the services they need post service commencement.

The Care Finder facilitates improved integration between health, aged care and other systems to meet the needs of participants.

Position Responsibilities

- Increasing awareness of the Care Finder program by engaging and building rapport with potential participants.
- Providing safe, inclusive and person-centred services to diverse client groups including LGBTIQ+ people and people from diverse cultural and language backgrounds.
- Supporting people to interact with My Aged Care, including eligibility screening and assessment referrals.
- Providing support to explain and guide people through the assessment process, and where appropriate, attend the assessment.
- Supporting people to find the aged care supports and services they need and connect with and other relevant supports in the community. This includes:
 - supporting people to understand the different types of aged care supports and services
 - find and make an informed decision about providers/services
 - work through income/means testing and costs (with support from Services Australia as required)
 - understand the agreements that needs to be signed with service providers
 - connect with other relevant supports in the community.
- Conducting regular check-ins with clients using a range of modalities and follow up support once services have commenced.

- Actively building and maintaining local community connections with the aged care sector and relevant organisations delivering aged care and support services, including:
 - developing and delivering appropriate activities to promote and raise awareness of care finder services with potential referrers, intermediaries, and people eligible for aged care services
 - establishing and maintaining relationships with key stakeholders and groups
 - develop and embed referral pathways so people are referred to the most appropriate service for their needs.
- Collecting and assisting with the monitoring, evaluation and reporting of data for the purpose of achieving improved health outcomes, better consumer experience and enhanced provider satisfaction
- Other duties as required commensurate with skills, knowledge and experience.

Key Challenges

- Providing consistently high-quality service to people with complex support needs.
- Triaging work, managing competing priorities and maintaining caseload.
- Maintaining currency of knowledge of aged services landscape.

SELECTION CRITERIA

Skills and Attributes

- Demonstrated understanding and commitment of the principles of person-centered and inclusive practice, incorporating cultural sensitivity, trauma-informed, and strength-based approach, to support Care Finder participants.
- Excellent communication, and interpersonal skills, with the ability to communicate in a variety of contexts to a wide range of audiences, including one on one, during group meetings, and via presentations to other support services.
- Proven ability to participate in shared complex client issues; to contribute and receive ideas, respond to suggestions and improvements, and work collegially with a team.
- Proficient use of computer applications (Office 365) and databases, with the ability to create and store records consistent with the Australian Privacy Principles and produce accurate and timely reports.
- Demonstrated time management skills, with the initiative and flexibility to adapt and change in an ever-evolving environment.
- Ability to perform with a high level of autonomy while being an active contributor to achievement of team and program outcomes.
- Willingness to travel long distance and at times, requiring overnight stays.

Knowledge

- Comprehensive knowledge and understanding of the ageing experiences and the impact of social determinants of health on older persons.
- A strong understanding of community development models, especially Asset-Based Community Development.
- Knowledge of Australian health system, My Aged Care, and aged care reforms.

Qualifications

- Qualifications or extensive experiences in health, aged care, social services, or community development.

Experience

- Minimum of three years professional achievement in a similar role.

Essential

- Right to work in Australia
- Annual Influenza vaccination, Covid vaccination requirements as directed by the relevant health authorities.
- Full, unrestricted drivers licence
- ACT Working with Vulnerable People (WWVP) Registration/Current NSW Police Check
- Current First Aid & CPR certification

Desirable

- Lived experience within LGBTIQ+ communities will be highly regarded