



POSITION DESCRIPTION

Position Title:	Care Finder Worker
Classification:	Social and Community Services Employee level 5 (SACS level 5, pay point 3) of the SCHCADS Award. Pay rate & conditions HAAG Enterprise Agreement. Salary packaging available.
Terms:	Ongoing subject to funding (June 30 2030)
Accountability:	Senior Care Finder
Hours:	0.8 – 1.0 FTE
Funding:	Commonwealth Government's Care Finder Program delivered through South East Primary Health Network

HOUSING FOR THE AGED ACTION GROUP OVERVIEW

Housing for the Aged Action Group is a member-based, community organisation specialising in the housing needs of older people. The organisation was formed over 40 years ago and today has over 1000 members that actively campaign for housing justice.

Our Services: Home at Last

Home at Last is a unique specialist housing service for older people, providing information, support, advice, and advocacy. This includes:

- State-wide Information and Referral – providing support to over 1,500 older people a year about their housing options, referrals to housing support, aged care, and other services
- Housing Support – a service for low-income people who are homeless or at risk of homelessness to assist them into long-term affordable housing (mainly social housing). This includes assistance with housing applications, support during the move, establishing a new home and referrals into aged care and other supports.
- Retirement Housing Advice and Advocacy – specialist information, support and advocacy for people interested in, or living in, retirement housing. This includes lower cost retirement villages, residential parks, rental villages, and caravan parks.
- Tenancy Advice and advocacy – tenancy advice and advocacy for older people living in private rental
- Care finder – information, intensive support for people who need it to access aged care and other services, targeting older people with “special needs”

Care Finder Program

Care finders will help older people who have one or more reasons for requiring intensive support to:

- Interact with My Aged Care and access aged care services
- Access other relevant supports in the community, such as housing support for clients who are experiencing or at risk of homelessness

Care finders also provide assertive outreach to identify and engage with people who need intensive support. Many older people with special needs (as defined in the Aged Care Act) will access care finders if they are vulnerable, marginalised, or disadvantaged, this includes language or cultural differences, being homeless or at risk of homelessness, and needing specialist support because of life history or identity, such as the Forgotten Australians or people who identify as LGBTIQ+.

Position Details

The Care finder position sits within the Care Finders team. Working closely with HAAG's housing support service, retirement and Early Intervention teams, the role is responsible for delivering care finder services to the target population in the Frankston region.

Key areas of focus include: provision of high-quality person-centred services that deliver independent information and intensive support to people who need assistance to access and understand the aged care system and other supports: assertive outreach to proactively identify and engage with people and building and maintaining networks in the local community.

Statement of roles

1. Coordination of support
 - Provide personalised information and support to clients who have barriers to engaging with, understanding, and accessing the aged care system and other support systems
 - Maintain a case load of clients in the Peninsula Frankston area, including home visits and outreach
 - Receive and action client referrals from HAAG's intake, housing support and retirement housing teams
 - Provide intensive navigation support to help people to access local services in the Peninsula Frankston region
 - Follow up on client's needs to ensure that they receive support, for example, difficulties with registration, assistance with applications etc
2. Assertive Outreach
 - Explore different ways to effectively engage and build rapport with potential clients, for example, meeting with local services or libraries to deliver program information
 - Maintain appropriate service standards in all interactions with clients and other service providers including confidentiality, consent, client dignity and cultural awareness standards
3. Data collection and reporting

Maintain up to date client information and data in the client management system including:

 - Timely recording of client information, case notes, referrals, and all required data entry
 - Create and maintain case plans for all clients

Reports to:	Key Internal Stakeholders	Key External Stakeholders
Senior Care finder	HAAG Executive Officer	Primary Health Network – South East Melbourne Region
	HAAG care finders and housing support workers	Local service providers and community networks
	HAAG Client Services Manager	
	HAAG Early Intervention and Prevention worker	
	HAAG retirement housing and tenancy team	

Accountability

Directly reports to the Senior Care finder

- Works collaboratively with HAAG staff, including the HAAG Executive Officer, HAAG Client Services Manager, housing support team, the Early Intervention and Retirement Housing and tenancy teams and other HAAG workers
- Provide regular verbal reports on work progress to the Senior Care finder
- With Senior Care finder, establish and co-ordinate a work plan with specified service targets and measurable outcomes
- Attend all-worker meetings, team meetings and regular supervision meetings

Key Selection Criteria

- Tertiary degree in social work or related qualifications or experience
- Demonstrated professional experience working with clients in the delivery of a community-based service
- Demonstrated high-level understanding of My Aged Care systems and processes (including aged care assessments) and an understanding of aged care services
- Understanding of the housing system in Victoria, in particular the Victorian Housing Register and associated processes
- Empathy and understanding of the needs of vulnerable older people, especially those experiencing housing stress or with barriers to accessing information.
- Experience working with people from a culturally and linguistically diverse background, including working with interpreters
- Able to demonstrate a commitment to the principles of social justice and aim to ensure every individual is treated with dignity and respect regardless of their background, ability, ethnicity, gender identity, sexual orientation, or religion.
- Experience working for a community-based organisation
- Strong stakeholder management skills and an ability to work collaboratively with team members and sector stakeholders
- Current Victorian driver's license required
- Willingness to undergo a National Police Check and Working with Children Check
- People from Indigenous backgrounds, older people, the LGBTIQ+ community or those who are culturally & linguistically diverse are encouraged to apply

For more information, please contact Sarah Harris, Senior Care finder – 0491 763 985

Applications addressing the key selection criteria can be sent to nadin.pyatnitsa@oldertenants.org.au