

POSITION DESCRIPTION: CARE FINDER

Reports to:	Senior Manager, Ageing & Disability Services
Direct Reports:	Nil
Employment Type:	Part-time (0.8 FTE, 60 hours per fortnight, 30 hours per week) Fixed Term Contract to 30 June 2029
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 to understand and access aged care and connect with other relevant supports in the community.

The Care Finder will specifically target vulnerable older people who have no carer or support person who can help them, and who have one or more reason for requiring intensive support to interact with My Aged Care, aged care and other services. The role includes providing assertive outreach to identify and engage with people in the Care Finder target population.

POSITION RESPONSIBILITIES

- Supporting people to interact with My Aged Care, including eligibility screening, assessment and referrals.
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.
- Providing support to explain and guide people through the assessment process, and where appropriate, attend the assessment.
- Providing safe, inclusive and person-centred engagement and rapport building with diverse client groups including LGBTIQA elders, people at risk of homelessness, those from diverse cultural and language backgrounds other individuals with complex support needs.
- Triaging work, maintaining caseload and managing competing priorities.
- Maintaining currency of knowledge of aged services landscape.
- Conducting regular check-ins with clients using a range of modalities and follow up support once services have commenced.
- Promoting and raising awareness of care finder services.
- Actively building and maintaining local community connections and relationships within the aged care sector, key stakeholders and groups.
- Developing and embedding referral pathways on behalf of the Care finder target population.
- Contributing to the monitoring, evaluation and reporting of data for the purpose of program enhancement, program improvement, and improved experience for clients.

- Participate in continuous improvement in alignment with industry and organisational standards
- Work within Meridian's Organisational policies and procedures
- Other duties as required commensurate with skills, knowledge and experience.

SELECTION CRITERIA

Skills and Attributes

- Demonstrated commitment to principles of person-centred and strength-based approaches.
- Demonstrated skills in using inclusive, culturally sensitive and trauma-informed practice to support Care Finder participants.
- Excellent verbal, written and interpersonal communication skills, with the ability to communicate in a variety of contexts and to a wide range of individuals, audiences, groups and stakeholders.
- Demonstrated ability to work with complex client presentations individually and within a team environment.
- Ability to contribute and receive ideas, respond to suggestions and improvements and work collegially in a team environment.
- Proficiency in Office 365, databases and maintaining accurate client records in line with Australian Privacy Principles.
- 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 and key stakeholder engagement
- Knowledge of Australian health system, My Aged Care, and aged care reforms.

Qualifications

- Qualifications and/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