

Position Description



Case Worker-

Care finder program

August 2026

Agreement

Signed-Manager

Signed-Employee

Date 13/08/26

Date

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to conceive, develop and deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed.

Our vision is: "...doing all the good we can because every life matters".

Out of Christian love and compassion we are driven by Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our organisation.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

2. Overview and purpose of Care finder program

The purpose of the Care finder portfolio is to support vulnerable older people who cannot navigate the aged care system on their own and have no one else who can assist them.

It achieves this purpose by providing free, intensive, face-to-face support to help clients understand their options, connect with My Aged Care, arrange assessments, choose providers, and link with community services. toface support to help clients understand their options, connect with My Aged Care, arrange assessments, choose providers, and link with community services. Its work is inspired by Wesley Mission's vision, guided by its mission, informed by its strategy, and underpinned by its values of compassion, inclusion, and service. Its work is inspired by Wesley Mission's vision, guided by its mission, informed by its strategy, and underpinned by its values of compassion, inclusion, and service.to face support to help clients understand their options, connect with My Aged Care, arrange assessments, choose providers, and link with community services.

3. Purpose of role

The Wesley Care finder Case Worker supports vulnerable older people who need intensive, face-to-face assistance to navigate aged care and related services. Working through a person-centred, outreach-based model, this role involves assertively locating and engaging older people who may be isolated, reluctant to seek help, or at risk of slipping through the cracks. The Case Worker builds trusted relationships, identifies individual needs, and provides hands-on support with My Aged Care, assessments, applications, appointments, and service connections. The program supports older people experiencing barriers such as language or cultural challenges, social isolation, mental health issues, cognitive decline, homelessness, financial hardship, or belonging to priority groups including Aboriginal and Torres Strait Islander peoples, LGBTI individuals, veterans, and people in rural or remote areas.

Relationships

Reports to:	Team Leader
Key relationships:	Regional Manager, Team Leaders, Care finder case workers, Wesley Mission teams, Primary health Networks(PNH) Community stakeholders, Community consumers.
Industrial instrument:	SCHADS 5

-
-
-
-

Major role responsibilities

- Provide specialist, intensive support to help clients understand and access aged care services.
- Deliver assertive outreach to priority groups and communities.
- Conduct assessments, casework, monitoring, and review of client outcomes.
- Offer in-home and community based support, including transport when required. -home and community-based support, including transport when required.
- Provide trauma-informed and culturally appropriate service. -informed and culturally appropriate service.
- Advocate for clients and ensure high-quality, person-centred support.-quality, person-centred support.
- Maintain strong knowledge of the aged care system and local support networks.
- Collect and report data to support program evaluation and continuous improvement.

- Support integration between aged care, health, and community systems.
- Address local needs and contribute to program planning, particularly for outreach.
- Maintain accurate and compliant client records in relevant databases.
- Participate in internal audits, quality improvement, and adherence to policies and procedures.
- Attend and actively participate in team meetings, line support, communities of practice, and Wesley Mission events.
- Engage in ongoing professional development, supervision, and annual performance reviews.
- Promote a supportive team culture and uphold Wesley Mission values and branding.
- Ensure understanding and adherence to all HR, WHS, and organisational policies.
- Use Wesley Mission resources responsibly and ensure they are maintained.
- Provide support with inbound calls and enquiries during business hours when required to ensure timely client assistance.

6. Professional responsibilities

- Support and work in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed.
- Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work. Report hazards and incidents to your supervisor and in accordance with the organisation's Work Health & Safety Management Framework Manual, related safety policies and procedures and site/service procedures. This includes taking part in safety consultations and safety investigations within your service to help resolve them in a timely manner.
- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.
- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work.
- Act in good faith in the organisation's best interests, exercise due care and skill in your work, follow reasonable directions, maintain honesty and integrity and the trust and confidence of the organisation, and a positive reputation of the organisation.
- Attend functions, meetings, seminars, training courses and events as required by your supervisor.
- Participate at least annually in the Contribution and Development Plan process for your role for recognition, compliance and development.

7. Performance Measures

Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

8. Selection criteria

- Diploma or higher in a relevant field (e.g., aged care, community services, social work, allied health, nursing)
- Proven two years of case work experience supporting older people, people with disabilities, or individuals experiencing social disadvantage using person-centred, strengths based practice
- High-level understanding of the My Aged Care system, including assessment pathways, referral processes, and the aged care service landscape
- Ability to identify client needs, provide appropriate service recommendations, and navigate multiple service systems.
- Sound understanding of trauma-informed care and culturally safe practice, particularly in community and homebased environments
- Demonstrated commitment to supporting people from diverse backgrounds, including Aboriginal and Torres Strait Islander peoples, Culturally and Linguistically Diverse communities, LGBTIQ+ communities, and rural/remote populations.
- Ability to work respectfully, empathetically, and effectively with vulnerable or at-risk individuals.
- Excellent verbal and written communication skills, including active listening and the ability to communicate with clients from diverse backgrounds.
- Proven ability to build and maintain strong relationships across service providers, networks, and community organisations.
- Demonstrated ability to work both independently and collaboratively within a multidisciplinary team.
- High-level organisational and administrative skills, including accurate data collection, documentation, and reporting against program KPIs.
- Proficiency with Microsoft Office and experience using case management or client record systems for documentation and workflow management.
- Strong attention to detail and commitment to maintaining data integrity.
- Strong understanding of confidentiality obligations and privacy legislation relating to sensitive client information.
- Strong problem-solving skills, including the ability to assess issues, identify solutions, and take appropriate action within role boundaries.
- Demonstrated resilience, emotional maturity, and the ability to work effectively under pressure and manage competing priorities.
- Ability to remain calm, professional, and effective in challenging, distressing, or high-pressure situations-pressure situations

Demonstrated behaviours

- Conduct consistent with the organisation's Code of Conduct and:

- Work in accordance with the organisation's Vision, Mission and Values.
- Value people through kindness, respect, care and support.
- Foster trust through honesty, integrity, reliability and fairness.
- Demonstrate personal accountability including in your conduct, compliance, commitment, performance and quality of the service you provide.
- Contribute to a positive and highly engaged work environment through a positive manner and being a good colleague, collaborator and team player.
- Ability to identify client needs, provide appropriate service recommendations, and navigate multiple service systems.
- Demonstrated commitment to supporting people from diverse backgrounds, including Aboriginal and Torres Strait Islander peoples, Culturally and Linguistically Diverse communities, LGBTIQA+ communities, and rural/remote populations
- Demonstrated resilience, emotional maturity, and the ability to work effectively under pressure and manage competing priorities.
- Ability to remain calm, professional, and effective in challenging, distressing, or high-pressure situations

Essential skills/knowledge

- Understanding of the Australian aged care system and awareness of the Aged Care Act 2024, including key principles, client rights and access pathways.
- High-level organisational and administrative skills, including accurate data collection, documentation, and reporting against program KPIs.
- Proficiency with Microsoft Office and experience using case management or client record systems for documentation and workflow management.
- Experience working with clients from culturally and linguistically diverse (CALD) backgrounds, Indigenous communities, or people with disabilities/aged care
- Awareness of community-based services and referral pathways relevant to the role.
- Ability to manage challenging situations or distressed clients calmly and professionally.
- Strong understanding of confidentiality obligations and privacy legislation relating to sensitive client information.

Desirable skills/knowledge

- Experience in a not for profit or community service organisation.

- Fluency in a language other than English
- Completed training in Trauma informed practice and Cultural safety

Training and qualifications

- Diploma or higher in a relevant field (e.g., aged care, community services, social work, allied health, nursing)
- Completed training in Trauma informed practice and Cultural safety
- First Aid Certificate
- Current Full NSW or National driver's license
- Successful applicant will need a Working with Children's Check & National Criminal Record Check.

Agreement

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.