

Position title:	Care Finder Officer	Reporting to:	Care Finder Coordinator
Program:	Aged Care Services	Location:	Alice Springs
Approved:	Director Aged Care	Date:	OCTOBER 2026
Comments:	This role will require working in a diverse range of settings including but not limited to, a person's home, community groups and other community settings. Weekend and evening participation in the On- Call roster may be required.		

Organisation Statement

Anglicare NT is a registered charity and quality accredited provider of human services across urban, regional, and remote Northern Territory. We demonstrate our values through strength-based, culturally safe, trauma informed and inclusive practices. Child safety, social justice, community development and partnership approaches drive our work. We commit to being an employer of choice and we monitor our impact, respect lived experience and advocate to meet the needs of Territorians and our diverse communities. Our focus is to make a sustainable difference through place-based initiatives, collaboration, innovation, and the Partnership Support Service.

What we do

We provide services across the lifespan including: early childhood, child youth and family supports; aged care packages, community access, outreach, home support and volunteer visitors; NDIS support coordination and personal supports; community housing, transitional accommodation, tenancy support and homelessness responses; financial counselling, money management, gambling amelioration, micro finance and emergency relief; prison chaplaincy, post release accommodation and support; counselling, mediation and parenting education; refugee and migrant support; mental health initiatives, headspace centres, recovery and community awareness activities.

Purpose of the Position

You will be responsible for the delivery of specialist and intensive assistance to support older people to access aged care services and other relevant supports in their local community. You will provide assertive outreach services to connect and engage with people who meet the eligibility requirements for the Care Finder program, working with internal and external contacts to ensure access to services and maintenance of support required to live independently in the community.

Selection Criteria

Position Specific Requirements

1. Diploma in Community Services, Case Management or other relevant qualification and/or 3 years' experience in the Aged Care or Homelessness sector is essential
2. Knowledge and understanding of the Australian Government Department of Health Aged Care ongoing reforms, the National Aged Care Quality Standards compliance requirements; and the My Aged Care (MAC) portal.
3. Demonstrated experience in assertive outreach, case management skills and practice
4. Experience working with older people with multiple and changing needs including social isolation, mental illness, and homelessness
5. Demonstrated ability to respond professionally and effectively to competing priorities, use initiative and work both independently and in a team environment.
6. Excellent interpersonal and communication skills (written and verbal) to effectively liaise, build relationships and partnerships, consult and negotiate with a wide variety of stakeholders
7. Strong administrative skills; time management, coordination of tasks, efficient work practices
8. Excellent computer literacy and confidence and capability in using systems and technology

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated understanding of the issues that impact Aboriginal and Torres Strait Islander people.
3. Demonstrated ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.

4. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
5. Northern Territory Working with Children Clearance (Ochre Card).
6. National Police Criminal History Report (less than three months old) with acceptable outcome.
7. Ability to meet additional visa / overseas work compliance measures.
8. Northern Territory Driver's Licence.
9. Demonstrated currency of job specific vaccinations (and boosters).
10. First Aid Certificate (or willingness to obtain within agreed timeframe)

Key Responsibilities

1. Service Delivery

- Contribute to a service culture of choice and control, empowerment and informed decision-making ensuring participant rights are upheld
- Work with the local community to actively identify potential clients through direct contact and supported contact via intermediaries (such as health professionals, aged care and disability sector professionals and people from within community and voluntary organisations)
- Undertake assertive outreach to proactively engage with people in the care finder target population, actively exploring and establishing different ways to effectively connect and build rapport
- Support clients to interact with My Aged Care so they can be screened for eligibility for aged care services. Explaining and guiding people through the assessment process including, where appropriate, attending the assessment
- Provide administrative tasks on behalf of, and with the client, to build capacity and knowledge of available services and access requirements
- Maintain regular contact with clients to determine and assist with changing needs or concerns
- Manage complaints, grievance and concerns in line with relevant policies, procedures and guidelines and escalate as required; ensuring any external notifications are met
- Work as an effective member of the team, with the ability to show initiative and take direction when necessary

2. Stakeholder Engagement

- Develop a comprehensive knowledge of the range of service providers, community networks and mainstream service options available in order to support eligible older people to make informed choices when accessing services
- Build and maintain comprehensive networks and effective working relationships in the community to support identification of and engagement with potential clients and access to available services

3. Program Administration, Data Collection and Reporting

- Maintain comprehensive participant documentation, ensuring data is entered correctly into the Sandwai database or other data collection method as required
- Participate and contribute to continuous improvement process including the review of policies and procedures, service improvement and practice development.
- Ensure compliance with internal and external incident management, reporting and escalation requirements and organisational obligations under mandatory reporting are met.

4. Communication & Relationships

- Lead regularly documented team/supervision meetings which include general business, client updates, service planning and in-service training
- Work collaboratively with the team to address any feedback, complaints or service improvement requirements resulting from internal or external evaluation processes
- Undertaking regular supervision and performance review with the Care Finder Coordinator
- Undertake other tasks as directed by the Care Finder Coordinator commensurate with your skills and qualifications including acting higher / different lateral duties and or additional projects as required

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.

- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment and maintain pandemic related and job specific mandated vaccinations (and boosters).
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).

Currently this position has no direct reports; however, it is graded at a Level whereby staff can be allocated for supervision on a temporary or permanent basis..