Position Description

Position information

Position Title:	Care Finder and Community Assessment Officer
Classification:	Band 6
Reports to:	Community Assessment and Care Finder Coordinator
Division:	Community and Customer Experience
Department:	Community Care

Our strategic context

Council Plan Vision Achievement

We partner with our community to protect and care for the community of life in Bayside making an inclusive, active, healthy, connected and creative experience for all.

How we work together

Our values and behaviours underpin all the work we do and are the foundation for the development of One Bayside.

We hold ourselves and each other accountable to our shared values and behaviours of ***Respect Each Other, Own It, Work Together*** and ***Find Better Ways***.

Position Purpose

The key purpose of the **Care Finder and Community Assessment Officer** role is to assist eligible community members who are experiencing vulnerability, to access appropriate care and services that allow them to continue living safely and independently in the community for as long as possible.

Bayside City Council proudly acknowledges the Bunurong People of the Kulin Nation as the Traditional Owners and Custodians of this land, and we pay our respects to their Elders past, present and emerging.

Position – Key Functions, Accountabilities & Outcomes

Key Functions	Accountabilities	Outcomes
Collaborate with internal teams and external service providers to support positive outcomes for clients experiencing complex challenges.	• Establish professional client relationships and provide a client centred coordination and goal focused approach to gain the trust of clients and assist them to access mainstream services. • Provide assertive outreach to people experiencing vulnerability and identify and coordinate appropriate and agreed referrals to agencies. • Identify and establish relationships with relevant internal departments and external local and regional. • Facilitate the identification of programs and/or actions that respond to mental health, homelessness, age related disorders and other issues across all age groups. • Develop accurate and agreed care plans for individuals as relevant.	• Eligible clients receive a timely and appropriate response. • Vulnerable clients are connected to appropriate agencies and supported until services are established. • Strong links are evident with the community, housing services, aged care services and other related organisations.
Work as part of a multi-disciplinary team and advocate for the needs of eligible older people experiencing vulnerability.	• Provide a flexible and individualised service response to clients within the parameters of policies, procedures, and funded programs. • Provide regular and intense support, as required and undertake high level check ins to ensure services remain responsive. • Facilitate referrals to mainstream and other services and reflect these in care plans.	• Duplication of effort minimised. • Individuals maintain their independence and achieve their optimum level of functioning. • A seamless and coordinated response is received by clients. • Positive relationships with internal staff and external agencies are evident.
Maintain accurate and timely information and ensure the security of all confidential client and service information.	• Record accurate client information and service data that reflects all interactions with clients and/or their representatives in Council's client management system in a timely manner. • Maintain client confidentiality and share agreed information with client permission on a need-to-know basis.	• Records and information accurately reflect interactions with clients and others. • Client information is only shared with appropriate permission. • Data supports an evidence-based understanding of issues and responses.

Bayside City Council proudly acknowledges the Bunurong People of the Kulin Nation as the Traditional Owners and Custodians of this land, and we pay our respects to their Elders past, present and emerging.

Actively participate as a member of the team, incorporating a culture of continuous improvement and a solution focused approach	• Suggestions and system improvement opportunities are made. • Assist in answering telephone calls and provision of assistance as required. • Backfill other Care Finder and Community Assessment Officers during periods of planned leave, if required.	• Client and stakeholder expectations continue to be met and/or exceeded.

Position - Organisational Relationships

Key Internal Contacts: Community Care staff, Amenity Protection and other Council staff

Key External Contacts: Community members living in Bayside and neighbouring municipalities, clients and their carers and families, health professionals, Victoria police, housing services and other agencies that deal with people experiencing vulnerability.

Position - Delegations

Financial Delegations: Not applicable

People and Position Delegations: Not applicable

Position – Skills and Competencies

Accountability and Extent of Authority	Under the broad direction of the **Community Assessment and Care Finder Coordinator**, the **Care Finder and Community Assessment Officer** have freedom to act in accordance with regulations, policies and regular supervision. The effect of decisions on clients may be significant but subject to review by more senior officers. • Assessing. responding/engaging with community members experiencing vulnerability. • Identifying required services and completing appropriate and timely referrals. • Developing and implementing appropriate care plans.

Bayside City Council proudly acknowledges the Bunurong People of the Kulin Nation as the Traditional Owners and Custodians of this land, and we pay our respects to their Elders past, present and emerging.

	• Seeking guidance for complex client situations/issues. • Active participation in case coordination discussions, team meetings, and training sessions as required.
Judgement and Decision Making	• Able to apply and interpret State, Federal, and Council policies, procedures, and guidelines relating to the position. • Provide guidance, support, information and advice to community members and Support Officers. • Exercise judgement in relation to situations outside the boundaries of policies, procedures, and guidelines, consulting with the Assessment Coordinator and/or the Manager Community Care, in these situations. • Guidance and advice is usually available.
Interpersonal Skills	• Excellent written and verbal communication skills including an ability to communicate with older people and people with disabilities from diverse backgrounds. • A non-judgemental attitude to people experiencing financial disadvantage, people who are homeless or at risk of homelessness and people with complex needs experiencing vulnerability. • An ability to identify client needs and respond appropriately in an empathetic, objective, respectful and professional manner. • Ability to gain trust and build positive relationships with clients and service agencies. • Active participation in clinical supervision sessions. • Well-developed conflict and problem resolution skills.
Qualifications and Experience	• Tertiary qualification in a health, allied health or social science discipline. Bachelor level preferred. • Minimum two years' experience working with people who are homeless, at risk of homelessness and/or experiencing vulnerability. • Experience working with a client management software program. Knowledge and prior use of Carelink+ would be well regarded. • Experience within the Mental Health Sector would be well regarded. • Intermediate experience in Windows and Microsoft Office. • Current Victorian Driver's licence. • Applicants must be prepared to undergo a police check and receive a clearance with ongoing police checks every three years and be prepared to obtain a Working with Children Card.
Specialist Skills and Knowledge	• An understanding of the needs and experiences of people who are homeless, at risk of homelessness or experiencing hoarding issues. • Assessment, care plan development and experience in the identification of referral pathways.

Bayside City Council proudly acknowledges the Bunurong People of the Kulin Nation as the Traditional Owners and Custodians of this land, and we pay our respects to their Elders past, present and emerging.

	• Comprehensive understanding of My Aged Care, Commonwealth Home Support Program, Support at Home Program and Single Assessment services. • The ability to liaise with service providers and to facilitate innovative service solutions.
Management Skills	• Excellent time management and organisational skills, including the ability to prioritise referrals efficiently to achieve the best outcome for clients. • Strong administration skills and attention to detail. • The ability to work with multiple clients simultaneously within resource allocations.

What we are all responsible for



Values and Behaviours

- Embrace and live the shared values of Bayside City Council: ***Respect Each Other, Own It, Work Together, Find Better Ways.***
- Reflect these values in how we do business and how we treat each other, our customers and our community members.
- Work in a manner that reflects the agreed Team Behaviours.



Code of Conduct

All employees are required to comply with the standards of behaviour that are outlined in the Code of Conduct. The Code of Conduct sets the expectations Council has of all employees, as well as the expectations that employees can have of Council. It helps us to understand our responsibilities in terms of:

- Adhering to Council policies and procedures, and the law.
- Dealing with Council Property.
- Corporate Obligations.
- Personal Conduct.



Customer Service

We are committed to being a customer-focussed organisation that delivers excellent and effective customer service at all levels. By engaging with the community, delivering simplified processes, and exceeding expectations, we are committed to customer service that will be:

- Easy to deal with.
- Empathetic.
- Effective.
- Trusted.

Bayside City Council proudly acknowledges the Bunurong People of the Kulin Nation as the Traditional Owners and Custodians of this land, and we pay our respects to their Elders past, present and emerging.

Diversity, Equity and Inclusion

We are focused on creating a psychologically safe culture where our people feel respected and free to speak up. A culture where:

- Inclusivity becomes a conscious standard practice.
- We have a safe workplace where people are respected, heard and valued.
- We have a thriving high-performance culture.
- We are able to achieve our strategic goals.

Safeguarding Children and Young People

We are committed to building a culture that keeps children and young people we support and engage with safe from abuse through:

- Promoting the safety and wellbeing of children and young people to whom we provide services.
- Ensuring that our interactions with children and young people are consistent with the Safeguarding Children and Young People Policy and Safeguarding Children and Young People Code of Conduct.
- Speaking up and reporting any suspicions, concerns, allegations, or disclosures of alleged abuse, by staff and those with whom we interact.
- Following policies and procedures for safeguarding children and young people.
- Maintaining a valid Working with Children Check.

Workplace Health, Safety and Wellbeing

- Read and comply with all OHS policies and procedures in relation to your OHS roles and responsibilities.
- Immediately report all hazards and incidents, following the appropriate processes and using the online hazards and incidents form.
- Work in a manner that will not endanger yourself or any other person.
- Assist new employees in the use of proper work practices and procedures.
- Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
- Not attempt any task unless you are capable and competent to carry out the task.

Sustainability

- Demonstrate individual responsibility and commitment to sustainability by complying with Council's internal policies and guidelines.
- Participate in staff initiatives and change campaigns to reduce impact on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.

Bayside City Council proudly acknowledges the Bunurong People of the Kulin Nation as the Traditional Owners and Custodians of this land, and we pay our respects to their Elders past, present and emerging.