

POSITION DESCRIPTION

POSITION TITLE	Care Finder		
POSITION OVERVIEW	The care finder program will provide specialist and intensive assistance to help people in the care finder target population groups, to understand and access aged care services and connect with other relevant supports in the community		
CLASSIFICATION	WCS Level 6	SERVICE LINE AREA	Aged Care Services
EMPLOYMENT TYPE	<input type="checkbox"/> PERMANENT <input checked="" type="checkbox"/> FIXED TERM <input type="checkbox"/> CASUAL		
EMPLOYMENT STATUS	<input type="checkbox"/> FULL TIME <input checked="" type="checkbox"/> PART TIME	HOURS PER WEEK	25 Hours
LOCATION	Woden and throughout the ACT as required		
IMMEDIATE MANAGER	Manager Aged Care Services		
INDUSTRIAL AGREEMENT	Woden Community Service Inc – Caring for our People, Building our Capability to Serve, - Enterprise Agreement 2021-2023		

REPORTING RELATIONSHIPS

NO OF DIRECT REPORTS	Nil	NO OF INDIRECT REPORTS	Nil
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KEY RELATIONSHIPS

INTERNAL	WCS Intake, OneLink
EXTERNAL	My Aged Care, ACT Housing, and other housing stakeholders, CHSP Providers, ACT Health, Services Australia

KEY ACCOUNTABILITIES

- Provide specialist and intensive assistance to help people in the care finder target population (senior Australians who need intensive support who could otherwise fall through the gaps) to understand and access aged care services and connect with other relevant supports in the community.
- Practise assertive outreach, and explore and establish different ways to effectively engage with people in the care finder target populations.
- Build and establish sector relationships (in government, community and voluntary services) to promote the care finder program and assist with reaching potential clients.
- Support clients to understand and connect with required services, including My Aged Care, using warm referrals and monitor client engagement.
- Use a person-centred approach that is based on dignity, respect, values diverse backgrounds and experiences, and enables a trusting relationship to be built with clients.
- Provide support to clients based upon clients' individual capacities, needs and circumstances as they age and respects and facilitates optimal consumer choice and client control in decision making.
- Work collaboratively with other services to ensure services delivery is coordinated and integrated.
- Engage in training, ongoing professional development and reflective practice.
- Maintain accurate and confidential service user information, data and case notes, and actively participate in reporting processes.

- Actively participate in staff/team meetings, organisational activities and various community events.
- Actively participate in ongoing improvement of the service, including evaluation and reviews.
- Contribute to the successful transition of the Assistance with Care and Housing (ACH) program to the care finder program
- Participate and assist in the accreditation for the Aged Care Quality Standards
- Work in accordance with workplace health and safety guidelines and following WCS' Policies and Procedures.
- Apply workplace Diversity and Equity principles.
- Model WCS' Purpose, Code of Conduct, values and behaviours.

EXPERIENCE & QUALIFICATIONS

Essential	<ul style="list-style-type: none"> ▪ Relevant qualifications (e.g. social work, human services, aged care, community services or health) and/or relevant experience. ▪ Local community connections (or an ability to leverage WCS' established connections) with the care finder target population. ▪ An understanding or willingness and ability to learn, about the Aged Care system, ▪ Commitment to delivering person centred support that respects and responds to each person's individual needs, preferences, values and life experiences, supports each person to lead in decision making, respects and facilitates optimal consumer choice. ▪ A strong understanding of, and commitment to, cultural safety and trauma informed care ▪ Extensive skills, knowledge, experience and demonstrated ability to engage with older people experiencing complex issues related to housing, financial, health and care issues. ▪ Effective interpersonal and communication skills (written and verbal) including a friendly and approachable phone manner. ▪ Demonstrated understanding and appreciation of the importance of personal and professional boundaries, privacy and confidentiality and ethical behaviour. ▪ Strong attention to detail including effective organisational and time management skills. ▪ Resilience and effective self-care strategies. ▪ Computer and data base skills. ▪ Current drivers' licence. ▪ Current ACT Working with Vulnerable People registration. ▪ National Police Check. ▪ COVID-19 vaccination
Desirable	<ul style="list-style-type: none"> ▪ Experience in assertive outreach or community development principles
Other	<ul style="list-style-type: none"> ▪ Demonstrated commitment to the Purpose and Values of Woden Community Service. ▪ First Aid Certificate or willingness to obtain

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Employee's name		Signature	
		DATE	