

## Position Description

### Care Finder

<b>Award or EBA:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS)
<b>Classification/Grade:</b>	Level 4
<b>Directorate:</b>	Children, Youth, Disability and Social Support
<b>Reports to:</b>	Team Leader Social Support & Aged Care Assist
<b>Direct Reports:</b>	Nil

Our vision is ensuring the health and wellbeing of our community.

Our values are:



Inclusion	Integrity	Collaboration	Excellence	Innovation
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### Role Description

The Royal Commission into Aged Care Quality and Safety heard throughout its inquiry that the aged care system is complex, and some people find it more difficult than others to navigate and access the services they need. The Care Finder provides a valued and key role in delivering high quality, professional and integrated engagement with elderly people who are reluctant or unable to engage with the My Aged Care process to have their needs assessed and services deployed.

Care finder services will:

- provide specialist and intensive assistance to help people to understand and access aged care and connect with other relevant supports in the community; and
- specifically target people who have one or more reason for requiring intensive support to interact with My Aged Care, access aged care services and/or access other relevant supports in the community.

The purpose of the Care Finder position is to provide information and support to clients to ensure that they are sufficiently informed to empower them to make their own choices to access the relevant supports that they require. The main responsibilities include initial engagement, information provision and support clients to navigate and engage with the MAC process and potential Home Care Package program.

Your week will be spent engaging with clients and families in their home in the Whittlesea and Mitchell regions and liaising closely and collaboratively with the Team Leader Social Support, through to the Engagement Officers (HCP & NDIS) and the Community Engagement Officer (Care Finder Program).

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You will be inspired and motivated by making a positive difference to the families and achieving ultimate client satisfaction by working within Client Directed Care (CDC) guidelines and the DPV Health Excellent Care framework focusing on wellness and reablement as well as client choice and control.

## **Role Key Accountabilities**

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### **Service Delivery**

Delivery of high-quality care finder support through information, support, representation, and as necessary assertive outreach

Provision of individual and intensive support to client to ensure they understand and can access relevant age care and other services.

### **Care finders will assist clients by:**

- Explore and establish different ways to effectively engage and build rapport with potential clients.
- Accept referrals and information from Care Finder Community Engagement Officers, DPV Health Engagement Officers or Self Referrals
- Confirm individuals needs and priority for support and services
- Supporting them to interact with My Aged Care (MAC) so they can be screened for eligibility for aged care services and referred for assessment
- Explain and guide them through the assessment process including, where appropriate, attending the assessment
- Monitor progress of client's engagement with the MAC processes and ensure is informed and understands each stage of the processes.
- Supporting them to find the Commonwealth funded aged care supports and services they need and connect with other relevant supports in the community, including supporting them to: understand the different types of aged care supports and services, find and make an informed choice about providers or services, work through income or means testing, if relevant, and costs (with support from Services Australia as required)
- Meet with providers to arrange services (such as by calling providers to check availability and attending meetings with providers)
- Understand the agreement that needs to be signed with the provider, connecting with other relevant supports in the community, noting that, this may occur before they assist a person to access aged care (as well as any other time)
- Provide high level check-ins with clients on a periodic basis and follow-up support once services have commenced
- Keep confidential client records and service provision data in accordance with relevant legislation and funding requirements
- Meet individual and team KPIs and targets in order to meet funding requirements
- Maintain current knowledge of govt and service specific guidelines
- Develop and maintain effective relationships within DPV Health and external Service Providers
- Contribute and participate in monthly Team Meeting and supervision sessions
- Other duties as directed consistent with the employee's skill level and classification

### **Reporting, System and Analytics**

- Undertake administrative work ensuring timely and accurate records, including but not limited to
  - Ensure details on the My Aged Care portal are up to date
  - Maintain up to date client data and records using client management systems (e.g. Care link / PHN systems)
  - Incident, hazard reporting in Riskman and reporting up to Team Leader
  - Complaints and Compliments
- Monitor client`s level of engagements and support to ensure case mix in line with funding KPIS
- Ensuring required documentation is appropriately maintained to accurately meet statutory and organisational requirements
- Participate in team level internal quality audits that ensure compliance with policies and procedures and government funding and accreditation requirements
- Contribute to development and review of operational and service procedures

### **Culture, Engagement, Diversity – People Experience**

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Demonstrate knowledge and understanding of the Aged Care Quality Standards, NDIS Code of Conduct and NDIS Quality and Safeguards Commission, Active Service Model
- Participate in regular supervision, annual work plans and annual performance and value reviews
- Actively participate in all required training, inductions and development, and team meetings
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

### **Health and Safety**

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards, or injuries to your line manager
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system.

### **Risk Management and Compliance – Quality and Accreditation**

- Ensure documents meets both National Quality Standards and DPV Health quality requirement
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of care and services
- Adhere to DPV Health policy and procedures

This position description contains the key roles and responsibilities and associated performance indicators for this position. The above list is not intended to be complete. Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

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## DPV Health Requirements

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- Current Victorian Drivers Licence
- NDIS Clearance Check
- Valid Working With Children Check
- Level 2 First Aid Certificate
- Satisfactory Police Check & International Police Check
- Evidence of Covid-19 vaccination (or valid medical exemption)
- Travel between sites will be required

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## Authority

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The occupant of this position has authority as per the delegation manual.

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## Key Selection Criteria

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### Qualifications & Experience

- Tertiary qualification in Human Services / Social Work or Community Services and or related profession and or previous experience in needs assessment, care planning and/or case management
- Demonstrated high level experience in the provision of Aged Care Services, particularly in- home and community support to aged clients in particular clients from a hard-to-reach cohorts
- Community second language – preferred

### Professional

- Demonstrated advanced working knowledge and experience of the Home and Community Care Programs, Linkages program and applicable statutory requirements
- High level of knowledge and experience in the field of frail aged, access and entry points of aged care information and services and/or community health and welfare sectors
- Demonstrated experience identifying and working effectively with complex consumer care needs including but not limited to social economic issues, mental health, substance and/or elderly abuse, homelessness, etc.
- Ability to work independently in the community and respond to a changing work environment
- Demonstrated initiative, ability to problem solve, make decisions, and escalate when required
- Ability to resolve conflict, handle complaints and manage complex situations
- Demonstrated ability in continuous quality improvement processes / outcomes
- Manage time, and ensure the efficient and effective use of resources
- Ability to write clear concise client notes and complete reports as necessary
- Advanced computer skills, including the ability to use Microsoft Office, email, and web-based applications

## Interpersonal

- Experience in working with clients and carers from culturally diverse backgrounds and those with complex needs ??dementia, frail aged, disability and mental health
- Excellent verbal communication skills and ability to adapt communication to a wide variety of clients and stakeholders
- Excellent written skills, ability to write reports, prepare care plans and documents related to consumer care including external correspondence.
- Has a demonstrated positive attitude to organisational change
- Demonstrated collaborative working relationships in diverse teams
- Demonstrated Initiative

## Employee Acknowledgement

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I, \_\_\_\_\_, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature \_\_\_\_\_ Date \_\_\_\_\_