



POSITION DESCRIPTION

Position Title:	Care Finder Worker
Classification:	Social and Community Services Employee level 5 (SACS level 5, pay point 3) of the SCHCADS Award. Pay rate & conditions HAAG Enterprise Agreement. Salary packaging available.
Terms:	Fixed term until June 30 2025
Accountability:	Client Services Manager
Hours:	Full time 76 hours a fortnight
Funding:	Commonwealth Government's Care Finder Program delivered through Primary Health Networks

HOUSING FOR THE AGED ACTION GROUP OVERVIEW

Housing for the Aged Action Group is a member-based, community organisation specialising in the housing needs of older people. The organisation was formed over 30 years ago and today has over 700 members that actively campaign for housing justice.

Our Services: Home at Last

Home at Last is a unique specialist housing service for older people, providing information, support, advice, and advocacy. This includes:

- State-wide Information and Referral – providing support to over 1,000 older people a year about their housing options, referrals to housing support, aged care, and other services.
- Housing Support – a service for low-income people who are homeless or at risk of homelessness to assist them into long-term affordable housing (mainly social housing). This includes assistance with housing applications, support during the move, establishing a new home and referrals into aged care and other supports.
- Retirement Housing Advice and Advocacy – specialist information, support and advocacy for people interested in, or living in, retirement housing. This includes lower cost retirement villages, residential parks, rental villages, and caravan parks.
- Care finder – information, intensive support for people who need it to access aged care and other services, targeting older people with “special needs”.

Care finder Program

Care finders will help older people who have one or more reasons for requiring intensive support to:

- interact with My Aged Care and access aged care services.
- access other relevant supports in the community.

Care finders will provide assertive outreach to identify and engage with people who need intensive support. Many older people with special needs (as defined in the Aged Care Act) will access care finders if they are vulnerable, marginalised, or disadvantaged, this includes language or cultural differences, being homeless or at risk of homelessness, and needing specialist support because of life history or identity, such as the Forgotten Australian or people who identify as LGBTIQ+.

Position Details

The Care Finder position sits within the Housing Support & Care Finders team. Working closely with HAAG's housing support service, retirement and Early Intervention teams, the role is responsible for delivering care finder services to the target population. Key areas of focus include: the provision of high-quality person-centred services that deliver independent information and intensive support to people who need assistance to access and understand the aged care system and other supports; assertive outreach to proactively identify and engage with people, using HAAG's established community engagement strategies; and building and maintaining networks in the local community to support engagement with potential clients. The position is based in the north-west metropolitan region of Melbourne.

Statement of roles

1. Coordination of support
 - Provide personalised information and support to clients who have barriers to engaging with, understanding, and accessing the aged care system and other support systems
 - Receive and action client referrals from HAAG's intake, housing support and retirement housing teams
 - Provide intensive navigation support to help people to access services
 - Follow up on client's needs to ensure that they receive support, for example, difficulties with registration, assistance with applications etc
2. Assertive Outreach
 - Deliver information sessions to local communities to identify and engage with potential clients, including health, aged care, disability services, community services
 - Facilitate linkages with a range of external service providers to ensure smooth referrals and access to services
 - Explore different ways to effectively engage and build rapport with potential clients, for example, meeting people in their own environment, adapting your style of working to suit individual needs.
 - Maintain appropriate service standards in all interactions with clients and other service providers including confidentiality, consent, client dignity and cultural awareness standards.
3. Data collection and reporting
 - Maintain up to date client information and data in the client management system including:

- Timely recording of client information, case notes, referrals, and all required data entry
- Create and maintain case plans for all clients

Accountability

Directly reports to the Client Services Manager

- Works collaboratively with HAAG staff, including the HAAG Executive Officer, the Early Intervention and Retirement Housing teams and other HAAG workers.
- Provide regular verbal and written reports on work progress to the Client Services Manager
- With Client Services Manager, establish and co-ordinate a work plan with specified service targets and measurable outcomes
- Attend all-worker meetings, team meetings and regular supervision meetings

Reports to:	Key Internal Stakeholders	Key External Stakeholders
Client Services Manager	HAAG Executive Officer	Primary Health Network
	HAAG Early Intervention and Prevention worker	
	HAAG care finders and housing support workers	
	HAAG retirement housing and tenancy team	

Key Selection Criteria

- Tertiary degree in community development, social work or related qualifications or experience
- Demonstrated professional experience working with clients in the delivery of a community-based service.
- Demonstrated high-level understanding of My Aged Care systems and processes (including aged care assessments) and an understanding of aged care services.
- Understanding of the housing system in Victoria, in particular the Victorian Housing Register and associated processes
- Empathy and understanding of the needs of vulnerable older people, especially those experiencing housing stress or with barriers to accessing information.
- Experience working with people from a culturally and linguistically diverse background, including working with interpreters
- Able to demonstrate a commitment to the principles of social justice and aim to ensure every individual is treated with dignity and respect regardless of their background, ability, ethnicity, gender identity, sexual orientation, or religion.
- Experience working for a community-based organisation.
- Strong stakeholder management skills and an ability to work collaboratively with team members and sector stakeholders.
- Current Victorian driver's license required
- Willingness to undergo a National Police Check and Working with Children Check

For more information, please contact Christine Stapleton

Applications addressing the key selection criteria can be sent to Lorraine.Stark@oldertenants.org.au