



POSITION DESCRIPTION

Position Title:	Senior Care Finder
Classification:	Social and Community Services Employee level 6.1 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 Senior Care Finder position sits within the Housing Support & Care Finders team. The position is responsible for providing advice and supervision to the Care finder team, coordinating assertive outreach activities, and ensuring targets are achieved. The role also includes a component of case work. It reports directly to the Client Services Manager.

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.

Statement of roles

1. Care finder team coordination
 - Facilitate regular team meetings to discuss case work, ensure consistent data collection, and provide peer support to the team.
 - Ensure that client referrals are allocated and actioned appropriately.
 - Ensure timely and accurate data collection and reporting.
 - Provide regular supervision to care finder workers, including setting priorities and monitoring work performance to ensure program goals are met.
 - Provide advice and collaboration on complex case work.
2. Client support
 - Manage a small case load of more vulnerable or disadvantaged clients with complex needs.
 - Provide personalised information to clients who have barriers to engaging with, understanding, and accessing the aged care and housing systems, and navigation support to assist people to access these services .
 - Follow up on client's needs to ensure that they receive support they need.
 - Ensure that client records are maintained to appropriate standards.
3. Assertive Outreach and Professional Networking
 - Deliver information sessions to local communities to identify and engage with potential clients, including health, aged care, disability services, community services, using HAAG's established community engagement approach and processes.
 - Facilitate linkages with a range of external service providers to ensure smooth

- referrals and access to services.
- Represent care finder team at networking and other external meetings.

4. Data collection and reporting

- Maintain up to date client information and data in the client management system including case notes, referrals and care plans.
- Oversee data collection for care finder team to ensure accurate and timely reporting to funders.
- With Client Service Manager, ensure care finder monthly, quarterly and annual reporting is complete.
- Oversee client survey data collection.

Accountability

Directly reports to the Client Services Manager

- Works collaboratively with HAAG staff, including the HAAG Executive Officer, Housing Support team, Retirement and Tenancy team and Early Intervention team.
- 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 complex 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.
- Demonstrated knowledge of the Victorian housing system
- 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
- 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.
- Highly developed problem solving skills, including identifying solutions and building a supportive team culture
- 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