

Position Description

Position Title:	Care Finder
Classification:	Stream D - Direct Service Delivery, Band 2

Purpose of the Role

The Care Finder provides specialist, holistic and intensive assistance to help people in the care finder target population to understand and access aged care and connect with other relevant supports in the community.

The care finder program aims to improve outcomes for senior community members in improving coordination of supports when seeking access to aged care services and improving the understanding of services and how, when, and where to access.

Key Relationships

Care Finders will communicate and collaborate with participants, carers/families and relevant aged providers both within and external to the health system and support systems to enable integrated care and support.

The Care Finder will report to the Team Lead, and will have a close working arrangement with other Marathon Health employees, managers, peer aged care navigators and support staff from partnering organisations including Elder Care Workers.

Position Responsibilities

Responsibilities for this position include, but are not limited to:

- Provide assertive outreach to identify and engage with people in the care finder target population
- Engagement and rapport building with potential clients and intermediaries
- Support people to interact with My Aged Care so they can be screened for eligibility and referred for an aged care assessment
- Support to explain and guide people through the aged care assessment process including, where appropriate, attending the assessment/s with the client
- Support people to find aged care supports and services that they need and connect with other relevant supports, such as health and social care, in the community.
 - understand the different types of aged care supports and services.
 - find and make an informed choice about providers/services
 - work through income/means testing, if relevant, and costs (with support from Services Australia as required)
 - complete forms
 - 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
 - connect with other relevant supports in the community
- Provision of high-level check-ins with clients on a periodic basis and follow up support once services have commenced to ensure people are still receiving services and their needs are being met.
- Provide follow up support if needs change or services have lapsed
- Engage in program promotion and community outreach activities to support referral generation.

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- Document and report as per Marathon Health and care finder policy and guidelines.

Other Duties

- Demonstrate and uphold our values at all times.
- Comply with the Work Health and Safety policies and procedures at all times.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend/participate in out-of-hours meetings and functions as required.
- Participate in staff activities and processes.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment used in the office.
- Other duties as directed from time to time.

Our Values

Staff are expected to demonstrate our **ICARE** values:

Integrity & Trust

Collaboration & Innovation

Achievement & Excellence

Respect & Empowerment

Empathy & Understanding

Special Job Requirements

1. National Police Check with a satisfactory outcome and Working With Children Check clearance for paid work
2. NDIS Worker Screening check, qualifications and professional registration as applicable to this role
3. Eligibility to work in Australia
4. Valid Australian Drivers Licence

Note:

This position description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives.

It is expected that this position description will change over time due to the nature of Marathon Health activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

Signed _____

Date _____

Print Name _____

Selection Criteria

Essential

- Relevant qualifications (e.g. social work, human services, aged care, community services or health) and/or relevant experience
- Demonstrated understanding and working knowledge of the ageing process and related life transitions
- Demonstrated understanding of aged care supports and services available in the local and regional communities and process and eligibility requirements to access including the steps of this process that are undertaken via My Aged Care.
- A commitment to delivering a person-centred approach that respects and responds to each person's individual needs, preferences, values and life experiences
- Well-developed communication and interpersonal skills and ability to engage and communicate effectively with people from a culturally and linguistically diverse (CALD) background and Indigenous communities
- A commitment to supporting the needs of people with diverse backgrounds and life experiences whilst treating people with dignity and respect and in a way that values their identity, diverse backgrounds and life experiences
- A strong understanding of, and commitment to, cultural safety and trauma-informed care
- Strong solution focused, problem-solving skills
- Strong administrative skills, including an ability to use and accurately enter information into client management systems, databases and/or portals.