

## Position Description

<b>Position Title:</b>	<b>Team Lead Care Finder- Western NSW</b>
<b>Classification:</b>	Stream D - Direct Service Delivery, Band 2

### Purpose of the Role

The Team Lead, care finder Western NSW provides guidance to and works alongside program staff to lead and support effective, efficient, and high-quality care finder services through the Western NSW PHN. The Team Lead will also carry a caseload.

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

The Team Lead reports directly to the Portfolio Manager - Care Finder. They assist the Portfolio Manager in supervising care finders and ensuring quality service delivery throughout Western NSW. The Team Lead collaborates with the Senior Program Support Officer (Care Finder), internal stakeholders such as other seniors and program staff, as well as external stakeholders.

You will be required to maintain effective working relationships with other staff employed or visiting to provide services within Marathon Health. You will liaise as necessary with the Marathon Health Board members, partner organisations and other service providers, community organisations or individuals who have an interest in Marathon Health

### Position Responsibilities

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

- Provide clinical expertise and advice to staff including Senior Program Support and care finders in relation to intake, and service delivery.
- Support the implementation of operational decisions as delegated.
- Ensure delegated program responsibilities and staff are following operational protocols including organisations policies, procedures and contractual requirements.
- Deliver and manage high-quality care finder services for participants.
- Support with referral demand and intake/ waitlist processes in collaboration with program support and management.
- Engage in promotion activities of the care finder service within community and relevant forums. Conduct and participate in regular care audits and reviews to ensure smooth service delivery.
- In collaboration with the Portfolio Manager ensure all reporting (Minimum data sets and quarterly) and contractual requirements are met.
- Provide regular mentoring, support and formal supervision to the team team, with relevant operational issues to be brought to the Portfolio Manager.
- Facilitate and lead team and office meetings as required.
- 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. This role will carry a client case load.
- Support to explain and guide people through the aged care assessment process including, where

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- 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.
  - 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.

### 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.
- Participate in and lead supervision for direct report staff.

### Our Values

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

**I**ntegrity & Trust

**C**ollaboration & Innovation

**A**chievement & Excellence

**R**espect & Empowerment

**E**mpathy & 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 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 First Nations 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.

### Desirable

- Experience supervising in or assisting staff providing community services.
- Demonstrated ability to manage referral and intake procedures, ensuring smooth service delivery and adherence to contract requirements.