

## POSITION DESCRIPTION

<b>TITLE:</b>	Care Finder Officer
<b>BUSINESS UNIT/DEPARTMENT:</b>	Aged City Living
<b>TYPE OF EMPLOYMENT:</b>	Full-time
<b>EFFECTIVE DATE:</b>	February 2023
<b>REPORTING RELATIONSHIP:</b>	Team Leader Aged City Living

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### OVERVIEW

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Hutt St Centre's vision is an end to homelessness. Our mission is to advocate with and empower people at risk of or experiencing homelessness, supporting them to rebuild their lives on their pathway to homefulness.

#### Your Purpose

The Care Finder Officer will provide specialist and intensive assistance to eligible clients to enable them to understand and access aged care and connect with other relevant supports in the community. The Care Finder Officer will ensure that clients are sufficiently informed and empowered, enabling them to make their own choices to access the relevant supports that they require.

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### AUTHORITY TO ACT

Staff will support and operate within:

- Hutt St Centre Vision, Mission, Organisational Values and Strategic Plan.
  - Hutt St Centre policies, procedures, guidelines, Code of Conduct and Practice Framework.
  - Defined limits of delegated authority.
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### KEY DUTIES

- Deliver high-quality care finder services through information, support, representation and assertive outreach.
- Connecting clients to supports in the community, such as health, mental health, housing and homelessness, drug and alcohol services and community groups.
- Support clients to interact with My Aged Care and relevant assessment services.
- Undertake assertive outreach to proactively identify and engage with people in the care finder target population within the local community including contact with intermediaries and other stakeholders.
- Explore and establish different ways to effectively engage and build rapport with potential clients.
- Provide high-level check-ins with clients on a periodic basis and follow-up support once services have commenced.

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- Adopt a multi-dimensional approach when considering a client's needs and other relevant supports in the community that may assist the client to Maintain and/or improve their psychological, emotional and physical wellbeing.
  - Network and build partnerships with other organisations to promote care finder services.
  - Contact and liaise with other care finder services and existing older people support groups in the region.
  - Participate in and contribute to quality improvement programs and activities to work towards maintaining the Quality Management system and Accreditation Standards.
  - Represent and promote Hutt St Centre at workshops, forums, public engagements, and networking meetings.
  - Identify service needs/gaps from casework and provide feedback to the Team Leader Aged City Living.
  - Maintain up-to-date knowledge and understanding of the relevant legislation, policies and procedures.
  - Ensure stringent confidential and accurate client files are kept and all client information is recorded and processed within a timely manner, including case notes taking in Penelope.
  - Engage with clients in a respectful manner ensuring the values and principles of the Hutt Street Centre are always at the forefront of services and programs developed.
  - Other duties as reasonably required.
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## PERSONAL DEVELOPMENT

- Actively attend and participate in professional development opportunities as required.
  - Participate and actively contribute to Hutt St Centre development activities including completion of Hutt St Centre induction modules.
  - Actively contribute and participate in the yearly performance appraisal process.
  - Attend essential training such as Child Safe Environments Training and Cultural Awareness Training.
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## WORK, HEALTH AND SAFETY

- Comply with all policies, procedures and instructions in relation to work, health and safety (WHS).
- Keep your work area free of hazards and follow all reasonable directions by your Manager.
- Record all hazards or incidents within the WHS Portal and report them to your supervisor as soon as reasonably possible.
- Act as a role model to other staff and volunteers by demonstrating safe work conduct, ensuring reasonable care that your actions or lack of action does not adversely affect others.

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### EDUCATION/QUALIFICATIONS

- Tertiary qualifications in Social Work, Community Services or equivalent would be highly regarded along with relevant experience.

### OTHER REQUIREMENTS

- Maintain a satisfactory National Police Clearance (NPC).
- Maintain a satisfactory Department of Human Services (DHS) Working with Children Check.
- Unrestricted Driver's License.
- Valid work rights.

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### KNOWLEDGE & SKILLS

#### Essential knowledge, skills and experience

- Demonstrated ability to manage and organise time, and resources and allocate priorities to ensure effective service delivery.
- An understanding of the ageing process and needs for older people, with a focus on a client-centric approach.
- Ability to work positively and effectively with clients, staff and volunteers.
- Demonstrated empathy and the ability to sensitively build confidential and constructive relationships with a diverse range of marginalised and highly vulnerable older people including those from Aboriginal, Torres Strait Islander and non english-speaking backgrounds.
- Ability to contribute to a team environment, work autonomously to meet deadlines and display flexibility in response to changing priorities.
- Sound level of written and verbal communication skills and interpersonal skills including the ability to liaise, negotiate, advocate and resolve conflicts.
- A working knowledge of Microsoft Office including Word, Outlook and information software packages.
- Ability to build trust and rapport, share knowledge and skills to promote and maintain good working relationships with colleagues.

#### Desirable knowledge, skills and experience

- Knowledge of the particular needs of the older homeless population including housing, community support, mental health issues, chronic health issues, drug and alcohol misuse, financial stress and grief and loss issues
- Experience using Penelope database is highly regarded, or similar CMS databases.
- Understanding and or experience with Aged Care Quality Standards and My Aged Care.
- Understanding and or experience in working with CALD communities.
- Experience working with older people including an understanding of contemporary approaches to ageing.
- Mental health qualifications or experience.



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### Other Requirements:

- Some out of hours work may be required.

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I have read, understood and agree to the requirements outlined in this position description.

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Name

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Signature

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Date