



Position Description: **Intake Officer – care finders**

General Details	
Title: Intake Officer – care finders (0.6FTE)	Classification: Level 4 SCHADS
Reports to: Community Programs Manager	Industrial: Social Community, Homecare and Disability Services Industry Award
Program/Unit: Let's Talk Aged Care – Care finders	Direct Reports: Works under general direction. Nil direct reports.

Role Purpose

Working closely with and supporting a small team of Care Finders, the Intake Officer is a warm and engaging person and the first point of contact for older people and referrers accessing our Care finders program in metro Adelaide.

Ensuring a 'no wrong door' approach, the Intake Officer provides an excellent, knowledgeable customer service by phone and via email, communicating accurate, reliable and independent information to help older people navigate the aged care system, and undertaking a triage process to identify eligible clients to register to receive Care Finder home visits and intensive navigation support or facilitate referral onto other relevant support services. The Intake Officer schedules home visits and assertive outreach for the small team of Care Finders, and coordinates customer record-keeping.

The Intake Officer works with COTA SA's Customer Service staff and volunteers to ensure that appropriate and current information is provided to switchboard callers and customers. Collaborating with the Customer Service and Administration staff team, the Intake Officer will also maintain effective data collection and reporting systems and processes and contribute to reporting to COTA SA Management, APHN and the Care Finder program nationally.

From time to time, working as part of a wider team, the Intake Officer will assist in the development and implementation of communication and promotion strategies to assist COTA SA to reach more people in the target population, who could benefit from support from the program.

An ability to communicate effectively by phone to quickly build rapport and trust with customers, including vulnerable older people and customers with complex needs is central to success in the role, as is the drive to maintain up-to-date knowledge of the complex and changing aged care system.

The Care Finder program at COTA SA: COTA SA's Let's Talk Aged Care initiative hosts programs and services that assist older people to learn about and access aged care and other services and supports that maintain their independence and wellbeing. Care Finders is a free service developed to support vulnerable people – who have no one else who can support them – to interact with My Aged Care, access aged care services and access other relevant supports in the community.

The national Care Finder program began on 1 January 2023 with the Federal Government Department of Health funding the Primary Health Networks across Australia to coordinate Care Finder provider organisations. COTA SA is funded by the Adelaide PHN (APHN) to deliver a Care Finder service to vulnerable older people living in the Adelaide metropolitan area.

Function	Key Responsibilities
Perform a welcoming intake function for callers and customers	<ul style="list-style-type: none">– Respond in a timely fashion to contact from older people and their representatives, family or other referrers, via telephone, in person, email and any other means.– Determine eligibility for the Care finders program.– Record accurate information about customers.– Ensure care finder customers are linked to a Care Finder for support.

regarding aged care services and supports	<ul style="list-style-type: none"> – Facilitate referrals to other appropriate services and ensure customers are satisfied. – Provide information to older people and referrers in ways that are accessible and understandable to enable effective decision making
Contribute to coordination of assertive outreach activities	<ul style="list-style-type: none"> – Working with the Care Finder team, plan, arrange and contribute to the undertaking of assertive outreach activities across the Adelaide metropolitan region to identify and engage with vulnerable older people. – Liaise with networks and community organisations to promote the Let's Talk Aged Care and Care Finder services. – Proactively seek opportunities for delivery of the program to the target audience that are creative, innovative and ensure the greatest reach.
Administration and records management	<p>Work with Care Finders to monitor and maintain accurate records of customers and interactions using COTA SA's Zoho CRM.</p> <p>Work with Administration staff to maintain processes and functions that enable accurate record keeping and reporting.</p> <p>Provide relevant referral information to colleagues and other agencies.</p> <p>Support Community Programs Manager and Care Finders team to collect, collate and interpret program data using COTA SA's Zoho CRM.</p> <p>Ensure record keeping is in line with data privacy principles and program requirements.</p>
Participate in evaluation and review activities	<p>Support Community Programs Manager and Care Finders team to undertake evaluation, review and continuous improvement activities as required by COTA SA, APHN and the program evaluators.</p> <p>Participate in information sharing, communication and professional development with staff and volunteer colleagues as required.</p>
Maintain knowledge about, and collaboration with aged care and other services and supports	<p>Research, share and maintain knowledge about aged care and other related services and supports that enable older people living in metropolitan Adelaide to maintain their health, wellbeing and independence.</p> <p>Contribute to collecting and sharing aged care, health and other relevant information useful for older people and care finders customers, within the Lets' Talk Aged Care and wider COTA SA team, in particular customer service staff and volunteers.</p> <p>Work collaboratively with other services and networks to ensure effective referral pathways.</p>
COTA SA team culture	<p>Show a commitment to COTA SA values of respect, diversity, equity, collaboration, integrity, and independence.</p> <p>Comply with the COTA SA Code of Conduct, Service Charter and Organisational Policies and procedures, including WHS.</p>

Selection Criteria		
	Essential	Desirable
Training/Qualifications	Tertiary qualifications or significant equivalent work experience in Social Work, Aged Care, Nursing, Health Sciences, or other relevant discipline.	Mental Health First Aid
Experience/Knowledge	<p>Highly developed oral, written and interpersonal communication and problem solving skills.</p> <p>Demonstrated knowledge and experience in delivering exceptional customer service to older people.</p> <p>Highly developed organisational and time management skills together with an ability to work effectively as part of a small team.</p> <p>Good understanding of the aged care system and in navigating the system, including My Aged Care, aged care assessments, CHSP and Support at Home.</p> <p>Experience in liaising with vulnerable older people from diverse backgrounds eg LGBTI, Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse communities, and those experiencing financial and social disadvantage.</p> <p>Knowledge of the aged care and related sectors and networks in the Adelaide Metropolitan area.</p> <p>Knowledge of Australian Privacy Principles and experience applying to personal and sensitive data management.</p> <p>Knowledge of Workplace Health & Safety requirements and risk management planning.</p>	Defensible Documentation
Skills/Abilities	<p>Empathetic approach, person-centred practice and the ability to quickly build trust and rapport with a diverse range of customers.</p> <p>Excellent information technology skills including competency with Microsoft Office, Outlook and Teams, and using CRM systems.</p>	<p>Skilled in 3CX digital phone system</p> <p>Skilled in Zoho CRM</p>
Licences/Certificates	<p>A satisfactory National Criminal History Record Check</p> <p>Unencumbered SA Driver's Licence</p>	

Special Conditions

- Part-time 0.6FTE (equivalent to 22.8 hours per week or 3 full days per week)
- Normal work days are Tuesday, Wednesday, Thursday or as negotiated with the successful candidate
- The position is based in COTA SA's office as a requirement of the role
- Contract offered initially to 30 June 2026 with highly likely extension to 30 June 2029, in line with Care Finder program contracting and funding
- The position is subject to compliance with COTA SA's various policies and procedures including Code of Conduct and COTA SA Service Charter, and is subject to a three month probation period.
- There may be a requirement to work outside of normal business hours.

- Duties of the position may vary according to business needs.
- Some travel in metropolitan Adelaide may be required from time to time. Regional or interstate travel may be required.
- Long Service Leave system: *Portable Long Service Act 2024 (SA)*

Supervisor Signature: _____

Print name: _____

Date: _____

Employee Signature: _____

Print name: _____

Date: _____