





## Position Description: **Care Finder**

General Details	
<b>Title:</b> Care Finder	<b>Classification:</b> Level 5.1 0.6FTE contract to June 2026
<b>Reports to:</b> Community Programs Manager/General Manager	<b>Industrial:</b> Social Community, Homecare and Disability Services Industry Award
<b>Program/Unit:</b> Let's Talk Aged Care	<b>Direct Reports:</b> Works under general direction. Nil direct reports.

### Role Purpose

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.

Working with a small team, the Care Finder will provide one on one intensive support to vulnerable older people in their homes and communities and includes;

- Assertive outreach, engagement and rapport building – proactively identifying and engaging with people in the care finder target population
- Support older people through registration, screening and assessment for aged care
- Support older people to identify, connect with and access services that are appropriate to their individual needs, preferences and circumstances
- Performing high level check-in with clients to see if services are still in place and meeting needs
- Follow up support if needs change or services have lapsed.

Care Finders have special expertise in engaging with and supporting vulnerable people with complex needs as part of their work.

Care Finders will build maintain and leverage networks of intermediaries and connections across the Adelaide metropolitan area to identify and engage potential clients and maintain awareness of local services and supports.

Care Finders contribute to ensuring the effective delivery, compliance and reporting to APHN and the Care Finder program nationally, and works collaboratively with COTA SA Management and relevant external agencies.

Function	Key Responsibilities
<b>Provide individualised support to vulnerable older people to access aged care and other services and supports</b>	<p>Identify, connect and build trusting relationships with vulnerable older people who are within the Care Finder target population.</p> <p>Visit and provide personalised support for the older person to identify their needs, navigate and actively engage with the aged care system and connect with services and supports suitable to their individual needs preferences and circumstances.</p> <p>Provide information to older people and referrers in ways that are accessible and understandable to enable effective decision making.</p>

	Conduct facilitated referrals to services and supports within and outside of the aged care system that contribute to the customers wellbeing, independence and reablement.
<b>Administration and records management</b>	<p>Maintain accurate records of customers and interactions using COTA SA's CRM.</p> <p>Keep accurate, confidential records and case notes of assertive outreach activities, customer interactions, home visits, referrals and outcomes. Provide relevant referral information to colleagues and other agencies.</p> <p>Maintain a high level of accountability for all activities and interactions with customers and ensure detailed record keeping of services in line with data privacy principles and program requirements.</p> <p>Ensure the program is on track, meets established KPIs and targets and that appropriate data is collated and reported to management monthly and as required.</p>
<b>Undertake assertive outreach activities</b>	<p>Working with the Care Finder Intake Officer and team, arrange and undertake assertive outreach activities across the Adelaide metropolitan region to identify and engage with vulnerable older people.</p> <p>Liaise with networks and community organisations to promote the Let's Talk Aged Care and Care Finder services.</p> <p>Proactively seek opportunities for delivery of the program to the target audience that are creative, innovative and ensure the greatest reach.</p>
<b>Participate in evaluation and review activities</b>	<p>Work with care finder team to provide accurate and timely regular reports on activities, inputs, outputs using quantitative and qualitative data, as required by COTA SA, APHN and the program evaluators.</p> <p>Participate in evaluation, review and continuous improvement activities as required.</p> <p>Facilitate and participate in information sharing, communication and professional development with staff and volunteer colleagues.</p>
<b>Maintain high level of knowledge about, and collaboration with aged care and other services and supports</b>	<p>The Care Finder team will research share and maintain high level 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>Develop and maintain sector and community engagement and strategic relationships with a wide range of stakeholders and intermediaries including aged care providers, assessors, My Aged Care, health and social support networks and agencies.</p> <p>Work collaboratively with other services to ensure that services and supports are coordinated and integrated.</p>
<b>COTA SA team culture</b>	<ul style="list-style-type: none"> <li>– Show a commitment to COTA SA values of respect, diversity, equity, collaboration, integrity, and independence.</li> <li>– Contribute to the work of COTA SA through participation in team and whole staff meetings, planning meetings and initiatives.</li> <li>– Manage self and demonstrate commitment to learning through evaluation and review of own performance, development of skills, experience and knowledge.</li> <li>– Display professional personal presentation.</li> <li>– Undertake relevant personal and technical skills development as relevant to the position.</li> <li>– Display a positive and proactive results-focussed 'can-do' attitude and behaviour</li> </ul>

Selection Criteria		
	Essential	Desirable
<b>Training/Qualifications</b>	Tertiary qualifications in Social Work, Aged Care, Nursing, Health Sciences or other relevant discipline or significant equivalent work experience.	Mental Health First Aid
<b>Experience/Knowledge</b>	<p>A well-developed understanding of the operation of the aged care system and experience in navigating the system, including aged care assessments.</p> <p>Demonstrated knowledge and experience in delivering client support services in a community setting.</p> <p>Demonstrated experience in supporting vulnerable older people from diverse backgrounds and special needs groups.</p> <p>Understanding of the intersection between the aged care system and other systems such as Health.</p> <p>Highly developed oral, written and interpersonal communication and problem-solving skills.</p> <p>Highly developed organisational and time management skills together with an ability to work as part of a small team.</p> <p>Experience in managing projects to achieve KPIs.</p> <p>Knowledge of Workplace Health and Safety requirements and risk management planning.</p>	<p>Understanding of community development and engagement principles to promote support programs.</p> <p>Knowledge of housing and homelessness services and supports</p>
<b>Skills/Abilities</b>	<p>Empathetic approach, person-centred practice and the ability to quickly build trust and rapport with a diverse range of customers.</p> <p>Relevant information technology skills including competency with Microsoft Office, Outlook, and Teams, and using CRM systems.</p> <p>Capacity to maintain effective working relationships with key stakeholders, build and participate in partnerships and participate actively in networks.</p>	Familiarity with Zoho CRM
<b>Licences/Certificates</b>	A satisfactory National Criminal History Record Check Unencumbered SA Driver's Licence	

### Special Conditions

- 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.
- Use of a reliable personal vehicle is a requirement with travel allowance provided.
- There may be a requirement to work outside of normal business hours.

- Duties of the position may vary according to business needs.
- Extensive travel will be required across metropolitan Adelaide.
- Some regional and interstate travel may be required.

**Supervisor Signature:** \_\_\_\_\_

**Print name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Print name:** \_\_\_\_\_

**Date:** \_\_\_\_\_