



POSITION DESCRIPTION

Position:	Care finder Officer	Reports to:	Operations Manager
Award:	Social Community Home Care & Disability Services	Classification:	SCHADS Level 5
Status:	Full-time/Part-time	Location:	175 Fullarton Road, DULWICH

Purpose of Role

The objective of the Care finder Officer role is to assist people who need additional support to understand and engage with the aged care system, particularly people who face barriers to accessing aged care services and people who are vulnerable, to:

- Provide outreach to people who may require, but are not accessing, aged care services, particularly people who face barriers to accessing services and people who are vulnerable
- understand the aged care system, including what services are available to meet their needs and how to access them; and
- engage with and access the aged care system, including connecting these people with My Aged Care and providing them with support to choose and access services.

Given the focus is on supporting older people to **connect** with the aged care system, the role of the Care finder Officer **does not** extend beyond the point of service commencement when people have already accessed services and are moving through the system.

Key Responsibilities	Key Performance Indicators
1. Aged care system information service	1.1 deliver and distribute tailored information sessions via seminars, health expos, community centre visits and forums, and established network groups etc. 1.2 meet with and assist older people and/or their representatives to understand, access and engage with the aged care system. 1.3 provide people with information or coaching on the aged care system, aged care services, My Aged Care, and the assessment process for accessing services. 1.4 provide people with support to choose and access services, including assisting people to fill in forms to enable access to My Aged Care. 1.5 assist older people to overcome any challenges they face in accessing aged care services. 1.6 maintain high standard of recording and data management within the ARAS CRM system 1.7 work collaboratively to meet targets as set within the program’s key performance indicators.

2. Teamwork & Communication	<p>2.1 Attend and actively participate in case discussions, team meetings and project work.</p> <p>2.2 Demonstrate the ability to work positively and communicate effectively within a team environment as well as autonomously to achieve service delivery excellence.</p> <p>2.3 Maintain and initiate regular and professional communication with work colleagues and management.</p> <p>2.4 Develop and maintain cooperative and harmonious relationships and work in collaboration with others to prevent and/or resolve difficulties.</p>
3. Continuous Quality Improvement	<p>3.1 Ensure that all statutory requirements are being met or exceeded including but not limited to funding agreements, Commonwealth and State legislation and related regulations and guidelines.</p> <p>3.2 Promote and support reflective practice in all ARAS staff forums and demonstrate commitment to continuous quality improvement.</p> <p>3.3 Identify opportunities and options to promote and support high quality service provision and the best outcomes for clients, their families and staff.</p> <p>3.4 Support action research projects relating to the provision of high-quality services for clients and their families.</p> <p>3.5 Participate and contribute in Workplace, Health and Safety activities to ensure a safe work environment for clients, staff, visitors and the community.</p> <p>3.6 Participate in and contribute to Continuous Quality Improvement systems and any relevant quality review or accreditation.</p>
4. Administration & Documentation	<p>4.1 High level knowledge/usage of Microsoft Office and database programs to perform the duties.</p> <p>4.2 Effectively record client engagement in ARAS's client record management system.</p> <p>4.3 Plan and manage time effectively to complete tasks and meet deadlines.</p> <p>4.4 Complete written communications with clients and external services as required.</p> <p>4.5 Collect and record data for systemic issues and project work.</p>
5. Personal & Professional Development	<p>5.1 Continue to develop professionally and personally to meet the changing needs of the position and the organisations.</p> <p>5.2 Participate in the organisation's performance management process.</p> <p>5.3 Attend training as identified through the performance management process, or as identified by management.</p> <p>5.4 Maintain up to date knowledge of Workplace, Health and Safety, anti-discrimination and equal employment opportunity and other relevant legislation.</p> <p>5.5 Demonstrate knowledge of the organisation's policies and procedures and a commitment to keep updated on emerging changes.</p>
6. Know and apply ARAS policies and procedures	<p>6.1 Demonstrated alignment to the ARAS mission and values, including the strategic plan.</p> <p>6.2 Model and foster behaviors aligned with the ARAS Code of Conduct.</p> <p>6.3 Evidence of harmonious working relationships with other employees, volunteers and other stakeholders.</p> <p>6.4 Management of risk and ensure compliance with WHS to the highest standards.</p>

PERSON SPECIFICATION

Qualifications

- A tertiary qualification in human services, law, social work, behavioral science and/or community services or an equivalent combination of relevant experience, education and/or training.
- Membership of relevant professional associations.

Knowledge and experience

- A minimum of 3 years’ experience in working with and/or advocating for people with a disability, older people, disadvantaged, vulnerable groups and operating within a social justice framework.
- Demonstrated ability to understand and apply legislation particularly Aged Care Act and related Principles and Retirement Villages Act and related regulations, policies and procedures, including the ability to identify issues and problem solve.
- Excellent written, verbal communication and presentation skills.
- High level computer skills – Microsoft Office or equivalent.

Specific employment requirements

- Satisfactory National Police Clearance required.
- Working with Vulnerable People check.
- Vaccinations as required from time to time to allow entry to RACFs, at present this includes annual influenza vaccination, but may include COVID vaccination.
- Work outside of normal office hours may be required from time to time.
- Current driving license and willingness to drive for work purposes.
- Travel may be required within South Australia.

MONITORING, EVALUATION AND REVIEW

Status:	APPROVED	Control:	Human Resources
Approved by:	CEO	Version:	1.1
Effective Date:	July 2024	Review Date:	June 2026

Acknowledgement

I, acknowledge that I have read and understood the key position duties described in this Position Description and agree to carry out my duties to meet these outcomes to the best of my ability. I also understand that at times I may be required to undertake additional duties relevant to the position that are not listed in this statement and that fall within my competency and skill set. I have received a copy of this Position Description.

Signed:

Date:

Human Resources Manager

Name: ____

Signed: _____

Date: _____