

### Reports To

Senior Project Officer, Aspire4Life

### Employment Status

Full Time, Fixed Term Contract

### Grade/Award

Salaried

### Primary Objective

The key purpose of this position is to lead and support the Care Finder navigators and Senior Care Finder Navigators provide specialist and intensive assistance to people within the Care Finder target population encouraging them to make informed decisions about their aged care services and supports and to participate in assertive outreach to build individual and community capacity in communities.

### Key Responsibilities

#### Section A - Key Role Specific Responsibilities

##### Aged Care Navigation

- Supporting people to navigate aged care processes such as screening, assessment and accessing formal and informal services through:
  - Understanding the different types of Aged Care support and services
  - making informed choice about providers/services
  - Support to complete forms and documentation as required
  - Meet with providers to arrange services and understand the agreement which needs to be signed by the providers
- High level check ins with clients on a periodic basis to follow up and support once services have commenced to:
  - Check that the person is still receiving services and providers are managing any changes to their needs
  - Provide support where services have lapsed, or needs have changed
  - Supporting the client to interact with My Aged Care so they can be referred for review and/or re-assessment

Relevant data collection and reporting on navigation activities

##### Assertive Outreach

- Care Finders will be required to undertake assertive outreach to proactively identify and engage with people in the Care Finder target population. This includes:
  - Reaching into the local community and actively identifying and engaging with potential clients, including through direct contact and supported contact via intermediaries such as health professionals, aged care and disability sector professionals and people within community and voluntary organisations
  - Exploring and establishing alternative ways to effectively engage and build rapport with potential clients

- Building, maintaining, and leveraging networks of intermediaries and otherwise leveraging networks in the local community to support identification of and engagement of potential clients

**Leadership and Reporting**

- Lead and support a remote workforce to deliver high quality care finder services in the community
- Timely and accurate reporting as per contractual requirements
- Managing performance across the regions to maintain a strong commitment to the care finder program and Aspire4Life to achieve outcome deliverables
- Provide guidance to Care Finder team around the policies and procedures of the role and their individual employee responsibilities
- Commitment to quality and safety
- Quality and Compliance activities

**Organisational Focus**

- Provide assistance as required within both scope of practice to ensure the operational requirements and business needs are met in a timely manner

## **Section B - Our Common Purpose**

### **Living our Values**

At Aspire4Life, every person plays an important role in supporting and **empowering people to live their best life**. Our **Values** are unique to us and underpin our aspirations for all people. Our values are not just words on a wall or a piece of paper, they shape how we behave, and they can be felt by the people who work with us, people who visit us or people who receive services from us.

### **Leading with Technology**

Aspire4Life utilises technology to not only support our clients live their best lives, but it's also the way we communicate; the way we report and document; the way we learn; the way we participate and most importantly how we engage with each other. To join us you must be:

- Willing to embrace technology solutions that will not only help our clients but also allow you to participate and engage with your work colleagues and the organisation
- Confident using technology such as smart phones, tablets, laptops, video conferencing, GPS and search engines to access information and support clients
- Eager to look for new and exciting ways to support our clients with technology that will solve issues and achieve their goals

### **Work Health and Safety (WHS):**

All Aspire4Life staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Comply with the Aspire4Life WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
  - Ideas which may improve health and safety
  - Any work related or personal injury or illness (where it may affect their ability to work safely)
  - Any work-related incident they witness, including bullying and harassment
  - Hazards and incidents including any malfunction or inadequacies of equipment
- Correct minor hazards as applicable

All staff are encouraged to be proactive and participate in activities and programs designed to improve health and safety.

### **Personal Attributes and Qualities**

- To be highly effective in this role you will need to identify with the following personal qualities:
  - a commitment to delivering a person-centred approach that:
    - respects and responds to each person's individual needs, preferences, values, and life experiences
    - supports each person to lead in decision making
    - respects and facilitates optimal consumer choice
- an ability to communicate effectively with a broad range of people, including an ability to:
  - engage in active listening, build rapport and demonstrate empathy
  - explain information in a clear, concise, and accurate manner
  - communicate in a way that is respectful and inclusive
  - build and maintain relationships with local intermediaries
- a commitment to supporting the needs of people with diverse backgrounds and life experiences, with:
  - a commitment to treating people with dignity and respect and in a way that values their identity, diverse backgrounds and life experiences
  - an understanding of how people's diverse backgrounds and life experiences may:
    - create barriers to seeking help and/or accessing services
    - affect the support that they may need at different stages of their aged care journey
    - affect or influence their needs and preferences in relation to aged care
- a strong understanding of, and commitment to, cultural safety and trauma informed care
- strong problem-solving skills
- administrative skills, including an ability to use and accurately enter information into systems, databases and/or portals
- a commitment to continuous improvement, including sharing expertise and knowledge
- supports others to adapt to change, motivating and coaching them through the process
- accountable for decisions and actions

### **National Police Checks (relevant to working with Vulnerable People including children)**

This position requires a mandatory National Police Check for working with vulnerable people to be conducted if chosen to be the successful candidate. The National Police Check will be renewed every 3 years.

### **Essential Criteria for Position**

#### **Essential Skills, Experience and Knowledge:**

- A minimum of 5 years' experience working within the aged and/or community care industry
- Experience leading a successful team and a
- Demonstrated ability to think and act at a strategic level and successfully drive and implement change
- Demonstrated experience in leading Clinical and Non-Clinical professionals
- Well-developed computer skills, including proficiency with MS Office programs particularly, Outlook, Word and Excel and the ability to problem solve and address inevitable system interruptions to ensure business continuity
- Ability to interpret data, categorise risk, develop and implement sustainable corrective actions and workforce management plans

Position Description  
**Team Leader, Care Finder**

- Well-developed written and oral communication skills e.g. negotiation skills; facilitation and presentation skills; and preparing reports, presentations and plans

**Qualifications, Certificates and Registrations:**

- Unrestricted Australian driver's licence
- Tertiary qualification from a health-related discipline such as medical practitioner, registered nursing, social work, physiotherapy and occupational therapy with AHPRA Registration

**Desirable Criteria for Position**

- Previous experience working within the aged and/or community care industry
- Previous experience and demonstrated success in leading a remote workforce
- Experience providing clinical educating and/or governance to a large workforce
- Experience working with multiple service programs

**Incumbent Statement:**

I have read, understand and accept the above Position Description for Team Leader Care Finder, Aspire4Life.

Signed: ..... Date: ... / ... / .....