

POSITION DESCRIPTION

Position title:	Care Finder Case Manager
Reports to:	Manager, Coordinator or Practice Lead
Supervising:	N/A
Liaises with:	Wintringham Staff and Management External Community and Health Services
Location:	Metropolitan Melbourne, Regional Victoria and Tasmania
Classification:	Wintringham EBA – Outreach classification
Hours:	Full time or Part time

About Wintringham

Wintringham provides affordable and high quality housing, support, aged care services, NDIS and accommodation to people over 50 years old, who have previously experienced homelessness or are at risk of becoming homeless.

Wintringham promote a care model of empowerment, where Wintringham staff work in partnership with clients and residents to achieve mutually agreed outcomes.

Wintringham is an advocate for older people, respecting their individuality, whilst working to achieve equality and social justice.

Position Summary

Care Finders provide specialist and intensive assistance to help people within the care finder target population to understand and access aged care and connect with other relevant supports in the community.

Care Finders provide assertive outreach to assist older people who face barriers to accessing aged care and are vulnerable, marginalised, and disadvantaged. This includes people who are:

- experiencing homelessness or at risk of homelessness
- have language or cultural barriers
- identify as LGBTIQ+
- Aboriginal or Torres Strait Islanders

This position will work collaboratively with other staff and teams to ensure a shared, cooperative team culture is maintained and that service delivery practices are consistent with Wintringham's philosophy, values and mission.

Responsibilities/Duties

- Undertake assertive outreach to find and connect with marginalised clients, including visiting people in their own homes or other informal locations.
- Conduct comprehensive assessments and develop support plans in collaboration with clients.
- Support clients to navigate My Aged Care and other services systems including NDIS to ensure they are receiving the services they want, need and are entitled to.
- Complete/review client file documentation and ensure timely and accurate recording of client information and data.
- Participate in Communities of Practice and peer-based forums to share knowledge and develop strategies to engage with people who need support to navigate the aged care system.
- Raise awareness of the Care Finder Program with the local community, including with other services providers.
- Respond to client feedback and complaints in line with Wintringham policy and procedures.
- Participate in the continuous improvement cycle, by proactively identifying and raising improvements through Wintringham's quality systems.
- Practice open communication and proactively participate in problem solving, where issues or areas of disagreement arise.
- Actively participate in supervision.
- Ensure duty of care to both clients and staff is adhered to at all times.
- Ensure privacy and confidentiality is adhered to at all times
- Understanding and adherence to Wintringham's Code of Conduct.

Other

- Actively participate in team meetings and take an active role in practice development across the portfolio
- Pursue relevant ongoing development to enhance knowledge of contemporary practices
- Understand the role as it pertains to its funding requirements and responsibilities as attached to the funding model
- Other duties as directed.

Health & Safety Responsibilities

As a Wintringham employee, you have the following responsibilities under the OHS Act 2004:

- Take reasonable care to ensure your own safety
- Do not place others at risk by any act or omission
- Follow safe work practices and procedures
- Use and care for equipment as instructed
- Do not wilfully and recklessly interfere with safety equipment
- Report hazards and injuries
- Cooperate with the employer to meet OHS obligation under OHS Act 2004.

Key Selection Criteria

Skills/Experience:

Essential

- Experience in a Case Management role with experience in Aged Care, Homelessness, Disability, Health, Mental Health or Family Violence
- Demonstrated understanding of the Aged Care (My Aged Care), Housing and Homelessness, NDIS and other relevant service systems
- Demonstrated experience providing case coordination across a range of service providers and maintaining professional relationships
- Commitment to Wintringham's philosophy of social justice
- Knowledge of and commitment to Commonwealth and State government policies, standards and compliance requirements
- Well-developed communications skills and the ability to engage with people from varying backgrounds.

Qualifications:

Essential

- A tertiary qualification in Social Work, Welfare, Community Services, Health or a related discipline, or extensive experience working in the homelessness, aged care or community sector
- First Aid Level 2
- Current Driver's Licence.

Desirable

- An understanding of ageing needs including unique experiences based on lived experiences, values and culture
- Trained in Family Violence risk assessment and safety planning (MARAM in Victoria).

Appointment is subject to the Wintringham Employment Screening policy, including a satisfactory police records check and NDIS Worker Clearance check prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.

Wintringham is an equal opportunity employer.

I have read this position description and understand the requirements and responsibilities of this position as part my employment with Wintringham.

EMPLOYEE'S NAME _____

SIGNED _____ DATE _____