



POSITION	Care Finder Practitioner	STATUS	Various - Part Time /Full Time /Fixed term
REPORTS TO	Program Coordinator Care Finder	LOCATION	Outer South /East Melbourne

BETTER PLACE AUSTRALIA

Better Place Australia has a vision of “An Australia where all people experience positive relationships, truly value each other and live safer, more fulfilling lives”. Our purpose is “To empower people to become more resilient and experience improved wellbeing to better determine their futures”.

Our organisational values are at the forefront of all interactions with our employees, our clients and our stakeholders.

We are:

- Creative
- Caring
- Welcoming
- Responsive; and
- Thriving

As a community focused ‘for-purpose’ organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across Victoria.

PURPOSE OF ROLE

Access to appropriate aged care supports is imperative in enhancing the wellbeing and health of Older Australians. The Aged Care System is complex, and whilst the implementation of My Aged Care was established to provide a single and centralised gateway for older Australians to access aged care, either in their own homes or in a residential environment, for some people a single point of entry can be difficult to navigate. The Royal Commission into Aged Care Quality and Safety identified that the Aged Care system can be a complex system, and reaffirmed the additional challenges for minority groups, including those considered ‘hard to reach’ and likely facing additional systemic barriers to services. The Royal Commission enquiry recommended the creation of a dedicated workforce to support people requiring additional supports to navigate and access aged care.

To address these impacts the Commonwealth Government has provided funding to trial the Care Finder Program throughout the South Eastern Primary Health Network (SEMPHN) region to provide additional support for older Australian’s residing in the community to access the Aged Care system who have significant difficulty accessing aged care services and are at risk of “falling between the cracks”. Better Place Australia have been funded to provide the Care Finder Program in the Outer South/East of Melbourne.

The objectives of the role are:

1. Improve outcomes for people in the care finder target population including:
 - improved coordination of support when seeking to access aged care
 - improved understanding of aged care services and how to access them
 - improved openness to engage with the aged care system

- increased care finder workforce capability to meet client needs
 - increased rates of access to aged care services and connections with other
 - relevant supports
 - increased rates of staying connected to the services they need post service
2. Improve integration between the health, aged care and other systems at the local level.
 3. Assertive Outreach, Engagement and Rapport Building; with an understanding of the additional complex needs minority groups and those that are “harder to reach” will require to access appropriate services

The Care Finder Practitioner role will actively work alongside current Better Place Australia programs, including but not limited to the RACF Psychological Services Program and the Elder Abuse Prevention Service, and utilise existing networks available in the region, as well as building on new relationships and networks.

WORK PERFORMED

Direct Client Service

- Determine client eligibility for service delivery
- Enable rapport building (via an assertive Outreach model)
- Respond assertively, efficiently, creatively, and in a timely fashion in the delivery of services for older Australian’s
- Provide a comprehensive evidence-based assessment, clinical intervention and case coordination
- Provision of case coordination enabling connections and/or reconnections to appropriate aged care services or supports
- Coordination all activities of the service including undertaking outcome measurement for clients
- Coordination of all referrals to other services within and external to Better Place Australia
- Liaise with referring agencies and/or health professionals regarding assessment, care coordination and outcomes
- Create referral pathways between Better Place Australia and referring agencies
- Provide services to clients by assertive outreach, Video or phone.
- Completion of duty / initial Intake Assessment into the Care Finder program as required
- Completion of all relevant documentation as per Policy
- Completion of all reporting and data requirements
- Maintain a caseload independently

Community Liaison and Networking

- Promote the Care Finder Program to relevant agencies, liaise and network with relevant community service organisations, advocacy organisations, hospitals, aged care services, General Practitioners, and other service providers as appropriate
- Establish and maintain contact with relevant community service organisations, departments, and individuals as appropriate
- Work in a consultative manner with Indigenous and Migrant / Multicultural Organisations as required to ensure that service provision is implemented in a culturally appropriate manner
- Participate in promotional activities and community education components of the project

Program Responsibilities

- Promote teamwork through the sharing of skills and knowledge
- Work collaboratively with the RACF Psychological Services team and the Elder Abuse Prevention Service, and other Better Place Australia programs as relevant
- Participate in staff activities including but not limited to staff meetings, staff development, on-going training activities and case conferences
- Participate regularly in, and be committed to a process of clinical supervision, operational supervision and performance development
- Be willing to engage in reflective practice, particularly focused on work within the organisation and demonstrate integrity and honesty in giving / receiving feedback to maintain quality professional practice

- Maintain consistent performance in client record-keeping (including case notes and administrative processes)
- Participate in the annual staff appraisal process
- Maintain knowledge of, and adherence to, the policies and procedures governing practices within the organisation
- Attendance at Community of Practice meetings
- Completion of all mandatory training

Quality & Compliance

- Ensure any quality risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all clients and staff
- Maintain a good working knowledge and understanding of the QIP Health and Community Standards
- Pursue opportunities for quality improvement, and actively contribute to the accreditation of the service being delivered
- Participate in regular audit processes to ensure compliance with applicable regulatory bodies is maintained
- Contribute to the development and implementation of guidelines, clinical forms and other documentation in accordance with program requirements
- Ensure Better Place Australia’s services follow applicable funding contracts, including reporting requirements

Other

- Other duties as assigned, and which are consistent with the position
- Ensure compliance with Better Place Australia’s code of conduct and related organisational policy material
- Contribute to a culture of health and safety
- Identify potential hazards and implement appropriate risk mitigation responses in so far as is reasonably practicable

REQUIRED KNOWLEDGE AND EXPERIENCE

- Demonstrated commitment to child safety and evidence of active involvement in child safety related activities and initiatives
- Qualification in Social Work, Community Services, Aged Care, Human Services or equivalent qualification and eligible for registration with AHPRA or the appropriate body.
- Experience in community settings and/or hospital settings undertaking client assessment, care planning and coordination
- Advanced problem-solving skills
- Experience working in the Aged Care sector and/or a sound understanding of the Aged Care Sector
- Sound knowledge of complex care options and services available to the aged and ability to refer to appropriate services and agencies
- Demonstrated experience in working within a multi-disciplinary team
- Willingness to build a client base from local referral agents and to represent our service at local networking opportunities
- Ability to manage a caseload independently
- Demonstrated high level of skills in managing and resolving conflict.
- Demonstrated awareness and commitment to working with children, youth and families in the context of Counselling services.
- Highly developed strategic thinking, planning and analytical skills.

PERSONAL COMPETENCY REQUIREMENTS

- Excellent written and verbal communication skills
- The ability to think creatively and develop innovative and ethical responses to situations as they arise

- Highly developed interpersonal skills
- The ability to rapidly develop rapport with clients
- Realistic reflective self- assessment / appraisal skills (including self-identification of areas of development) are essential
- Demonstrated experience in working collaboratively with a multi-disciplinary team
- Highly proficient in the use of IT systems such as the Microsoft Office suite, Zoom and Microsoft Teams, and client record management systems.

RISK SCREENING

- Current Victorian driver's license and access to own car
- Current satisfactory National Police check
- Current Working With Children Check (WWCC)
- Evidence of current influenza vaccination

KEY RELATIONSHIPS / INTERACTIONS

Internal

- General Manager Older Persons Services
- Program Coordinator Care Finder
- RACF Psychological Services team
- Elder Abuse team
- Administration Coordinators and operational staff
- Other relevant internal stakeholders

External

- Aged Care Stakeholders
- Public Hospital and Health Services
- General Practitioners
- Community service providers
- Aged Mental Health providers
- Funding body

GENERAL INFORMATION

Better Place Australia is a for purpose organisation, providing services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. At BPA, we all have a shared responsibility for supporting a culture of inclusivity and diversity. Our organisation is committed to child safety and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.