

**POSITION DESCRIPTION - Team Leader – Care Finder****Part 1 – Expectations for Your Role**

Position	Team Leader – Care Finder
Service / Program	Older Adults
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 5
Reports to	Manager – Older Adults
Effective Date	June 2025

Position Summary

The role of a Team Leader is to provide senior consultation, line management and provide support to the care finder team. The team will provide assertive outreach through:

- Engagement and rapport building with potential clients and local intermediaries.
- Supporting people to interact with My Aged Care so they can be screened for eligibility for aged care services and referred for assessment.
- Support to explain and guide people through the assessment process including, where appropriate, attending the assessment.
- Support to help people to find the aged care supports and services they need and connect with other relevant supports in the community.
- The Team Leader role will carry a 50% caseload.

Key Deliverables

- Provide support and leadership to the care finder team who practise assertive outreach and explore and establish different ways to effectively engage with people in the care finder target populations.
- Assist with the development, implementation and evaluation of a robust service program.
- Develop and maintain an effective, strong and responsive team.
- Coordinate and allocate workloads, supervise and support the activities of team members to a high standard.
- Work in collaboration with other general and specialist support services as required.
- Ensure that all practice and quality guidelines pertinent to the program are upheld.
- Provide regular formal supervision, team meetings and professional support to team members.
- Provide staff orientation and induction as required.
- Manage a 50% caseload that provides specialist and intensive assistance to help senior Australians who need intensive support, who could otherwise fall through the gaps, to understand and access aged care services and connect with other relevant supports in the community.
- Build and establish sector relationships (in government, community and voluntary services) to promote the care finder program and assist with reaching potential clients.
- Support clients to understand and connect with required services, including My Aged Care, using warm referrals and monitoring client engagement.
- Use a person-centred approach that is based on dignity, respect, values diverse backgrounds



and experiences, and enables a trusting relationship to be built with clients.

- Provide support to clients based upon clients' individual capacities, needs and circumstances as they age and respects and facilitates optimal customer choice in decision making.
- Work collaboratively with other services to ensure service delivery is coordinated and integrated.
- Engage in training, ongoing professional development and reflective practice.
- Maintain accurate and confidential service user information, data and case notes and actively participate in reporting processes.
- Willingness to work occasionally outside business hours.

Skills

- An ability to communicate effectively including active listening skills, rapport building and demonstrated empathy with senior Australians and their family.
- Strong leadership skills.
- Strong problem solving skills.
- High level of computer literacy including working knowledge of MS Office Suite and the ability to navigating multiple platforms including internet, Client Information Systems and other computer software packages.
- Exceptional time management and organisational skills.
- Highly developed interpersonal skills, with the ability to engage and negotiate with a wide range of stakeholders and to relate to people in a positive, respectful, and supportive manner.
- A strong commitment to advocacy and the rights of older adults, including clear values, beliefs and practices that empower people and promote self-determination.
- Ability to work independently and as part of a team, and the capacity to identify issues when working autonomously or in isolation as required.
- Ability to speak a second language would be highly desirable to engage a range of senior Australians and their families in the care finder target population.

Experience and Knowledge

- Demonstrated experience in leading and managing a team.
- Local community connections with the care finder target population.
- A detailed understanding of the range of aged care supports and services and other relevant supports that are available in the local community.
- Understanding of the policy and funding environment of the aged care and community services sector along with a working knowledge of current legislation.
- 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
 - treats people with dignity and respect and in a way that values their identity, diverse backgrounds and life experiences
- A strong understanding of, and commitment to, cultural safety and trauma-informed care.

Qualification/Registrations/Licences (*Mandatory only*)

- Relevant qualifications (e.g. Social Work, Human Services, Aged Care, Community Services or Health) and/or relevant experience.
- Current Australian driver's licence, registered vehicle, insurance
- Satisfactory National Police Check and Working with Children Check
- NDIS screening (as appropriate)
- COVID and Influenza vaccination in line with government mandates and company policy
- Not listed on the Aged Care Quality and Safety Commission Banning Order Register



Physical Requirements

- Office Environment: Ability to sit for extended periods and use office equipment.
- Data Entry: Proficiency in handling documentation and IT systems
- Light Lifting: Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- Visual & Auditory: Ability to read documents and communicate effectively in person and via phone/video.
- Travel: Ability to travel to other Each location's and visit customers in their home or community



POSITION DESCRIPTION - Leader (Direct Reports)

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Leader Expectations

This leadership role is key to the team, working with the Directorate, Executive Team, and stakeholders to achieve Each’s vision and strategic objectives. The position focuses on collaboration across Directorates to address future business needs and ensure their area supports broader operations. Leaders are responsible for meeting KPIs, financial sustainability, and effective operations aligned with Each’s values. Leaders are expected to demonstrate strong leadership, model Each’s values, and foster an inclusive, safe, and engaging culture.

Leader Responsibilities

An Each Leader is responsible for:

- Delivering the strategic Plan and supporting financial sustainability.
- Building high-performing, adaptable teams that model Each’s values.
- Promoting continuous improvement, learning, and staff wellbeing.
- Ensuring a safe, inclusive workplace and effective operations.
- Managing risks and fostering innovation, collaboration, and strategic thinking.
- Aligning systems and processes with Each’s goals and ensuring compliance with policies and regulations.
- Demonstrating leadership standards and acting as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Strong leadership aligned with Each’s values and behavioural standards.
- Proven ability to attract, develop, and retain a diverse, high-performing workforce.



- Commitment to fostering a safe, inclusive culture prioritizing wellbeing.
- Success in building teams, driving collaboration, and achieving strategic goals.
- Confident in engaging and briefing stakeholders.

Desirable Experience, Knowledge, and Qualifications

- Leadership experience in a relevant field.
- Tertiary qualifications in a relevant discipline.
- Collaborative experience within a leadership team.
- Understanding of the Not-For-Profit sector and Health services.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.