

**POSITION DESCRIPTION - Care Coordinator – care finder VIC****Part 1 – Expectations for Your Role**

Position	Care Coordinator – care finder VIC
Service / Program	Older Adults
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 4
Reports to	Team Leader - care finder Program
Effective Date	January 2026

Position summary

The role of a Care Coordinator in the care finder program is to 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.

Key Deliverables

- Provide 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.
- Practice assertive outreach and explore and establish different ways to effectively engage with people in the care finder target populations.
- 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 AgedCare, 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 indecision 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.

Skills

- An ability to communicate effectively including active listening skills, rapport building and demonstrated empathy with senior Australians and their family.
- Administrative skills, including an ability to use and accurately enter information into systems, databases and/or portals.
- Strong problem-solving skills.



- 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

- Local community connections with the care finder target population.
- A detailed understanding/ability to rapidly attain a detailed understanding of:
 - the range of aged care supports and services and other relevant supports that are available in the local community
 - the process to access aged care supports and services, including the steps of this process that are undertaken via My Aged Care
 - eligibility requirements for aged care supports and services
- 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.
- A commitment to treating 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

- Relevant qualifications (e.g. Social Work, Human Services, Aged Care, Community Services or Health)
- Current Australian driver's licence, registered vehicle, insurance
- NDIS screening (as appropriate)
- 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

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.



POSITION DESCRIPTION - Employee

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.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

An Each employee is responsible for:

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve 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

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.



- Understanding of the Not-For-Profit and Health sectors.

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.