

Team Leader/Care Finder

Success Profile

As at 17/11/2025

You will make a difference by	• Contributing to the operational success of the program • Leading and facilitating the operational activities of the program, including data collection reporting and evaluation processes to meet program requirements. • Enabling the broader team's contribution to program deliverables and outcomes • Providing positive and inclusive leadership to the team, promoting a culture of continuous quality improvement and professional development, including providing meaningful one on one supervision. • Utilising your demonstrated experience of managing a client case load, working in collaboration with the client to assess and identify their aged care health and wellbeing needs, care planning and linking with appropriate services and supports, including My Aged Care. • Providing a client centred approach that respects and responds to each person individual needs, preference, values and life experiences. • Identifying known and emerging risks, monitoring and managing the appropriate mitigation strategies in consultation with Manager • Developing and implementing assertive outreach strategies to engage with our target groups, key stakeholders and intermediaries. • Identifying and maintaining strong relationships with key internal and external stakeholders to continuously improve referral pathways and accessibility of aged care services and programs. • Demonstrating your exceptional ability to engage and develop relationships with diverse communities, including older persons and those experiencing disadvantage. • Being an active participant in a multidisciplinary team with a shared commitment to executing quality improvement process to enhance the service model
To succeed, you will need	• Relevant qualifications in aged care, human services, social work, community services or health; • Extensive relevant experience and specialist expertise in the aged care sector, recent experience as a Care Finder highly desirable • Minimum 2 years demonstrated experience in leading multidisciplinary teams to meet KPIs, targets and achieving desired outcomes • An excellent understanding of the range of aged care supports and services, access and referral process, including My Aged Care. • Understanding of, and demonstrated experience in targeted community and stakeholder engagement strategies • A sound understanding and knowledge of the Aged Care Sector reforms and potential impacts to clients, service delivery and program operations. • A strong understanding of, and commitment to, cultural safety and trauma informed care • Proven experience empowering individuals in a planned and structured way to improve health and wellbeing outcomes, including CALD communities, people with a disability, Aboriginal & Torres Strait Islander community and those experiencing disadvantage.

	• Excellent technical skills in Microsoft Office suite and client management systems, experience with TrakCare is highly desirable. • A current full Victorian driver's licence, a National Police Check, Working with Children's Check
You will improve and promote One Team IPC Health by	• Acting with purpose, measuring our results, and celebrating achievements (<i>We make a difference</i>) • Going above and beyond, demonstrating understanding and respect for our communities and each other (<i>We are passionate</i>) • Learning, experimenting and innovating (<i>We are creative</i>)
We will contribute to your success by	• Providing opportunities for you to share what is important to you, your wellbeing, and what you need. • Aligning the contribution you make to IPC Health's strategy. • Guiding you in what to do, when and how to do it. • Developing your skills with regular feedback and exploring career opportunities. • Ensuring you feel fulfilled at the end of each workday. • Being committed to maintaining a barrier-free environment for all and welcoming individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI communities.
Key Deliverables and Measures	• Program meets the needs of the service agreement and target groups • Demonstrated outstanding adaptive leadership skills • The broader team is supported through appropriate supervision and mentoring • Meet program deliverables and outcomes, including reporting and evaluation which demonstrates program performance as required by funding body • Strong relationships have been built and maintained with key internal and external stakeholders which have improved referral pathways and accessibility of aged care services and programs for our target groups. • Lead the team to develop and maintain a shared commitment to executing quality improvement process to enhance the service model delivery

Team	• Community Connections
Reports to	• Manager, Community Connections
Key relationships	– IPC Health Care Finder and Community Connections, relevant health and allied health teams – IPC Health Leadership team – My Aged Care – Aged Care services across program catchments

- Aged Care community groups and organisation across program catchments
- Funding organisations including Department of Health. Primary Health Networks (PHN)
- Local health and allied health services

Our Purpose

Improve quality of life for the people and communities we serve by maximising access to health and wellbeing services.

Our Values

We are passionate

We go above and beyond, demonstrating understanding and respect for our communities and each other.



We make a difference

We act with purpose, measure our results and celebrate achievements.



We are creative

We learn, experiment and innovate.

