

Community Engagement Officer – Care Finder (Level 3)

Employment basis: Fixed term position time-limited and contingent on the funding and duration of the Care Finder Program. There is no expectation of ongoing employment beyond the funded period that ends on 30 June 2029. Any continuation would require separate approval and funding.

Success Profile

As at 5/06/2026

<p>You will make a difference by</p>	<ul style="list-style-type: none"> • Leading the development and implementation of a targeted and tailored engagement plan, including strategies that enhance understanding and connection with the Care Finder service, ensuring approaches are dynamic and responsive to community needs. • Build and maintain relationships with our diverse target groups - older persons eligible for aged care services and support, including priority groups being CALD community, people with a disability, Aboriginal and Torres Strait Islander community and those experiencing disadvantage. • Build and maintain relationships with relevant key stakeholders, intermediaries, community organisations and networks. • Promoting the Care Finder Service through assertive outreach activities, events and community forums aimed at engaging identified client groups, key stakeholders and potential intermediaries. • Collecting, and recording data, to enable provision of regular reports that reflects community engagement outcomes aligned to program requirements. • Supporting the administration functions of the team to support all aspects of program service delivery
<p>To succeed, you will need</p>	<ul style="list-style-type: none"> • Qualification in community development, community engagement, community services, health promotion or related area; or extensive relevant experience and specialist expertise • Understanding of, and a minimum of two years demonstrated experience in targeted community and stakeholder engagement, with particular focus on older vulnerable communities including, CALD communities, people with a disability, Aboriginal and Torres Strait Islander community and those experiencing disadvantage. • Demonstrated experience in strategic planning to achieve program outcomes. • To be a confident and engaging public speaker • Demonstrated experience in data collection, recording and reporting to reflect outcomes • Excellent technical skills in Microsoft Office suite and client management systems, experience with TrakCare is highly desirable. • A current full Victorian drivers licence
<p>You will improve and promote One Team IPC Health by</p>	<ul style="list-style-type: none"> • 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>)



	<ul style="list-style-type: none"> • Learning, experimenting and innovating (We are creative)
We will contribute to your success by	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Targeted and tailored engagement strategy developed and implemented relevant to priority groups needs. • Increased knowledge of, and engagement with IPC Health and the Care Finder Service among target cohorts, key stakeholders and intermediaries. • Increase in referrals to the Care Finder service as a direct result of engagement and outreach activities • Achieve program deliverables and outcomes, including data collection, recording, reporting ensuring alignment with the needs of the program and demonstrates performance as required by funding body • Strong relationships established with key internal and external stakeholders with a focus on services and supports for target groups, including priority groups being CALD communities, Aboriginal and Torres Strait Islander community and people with a disability. • Undertake training to enhance knowledge and understanding of aged care services and supports, ensuring professional growth and relevance to program needs. • Actively contribute to the evaluation of program deliverables, providing insights and recommendations for continuous improvement.
Team	<ul style="list-style-type: none"> • Care Finder Service
Reports to	<ul style="list-style-type: none"> • Team Leader, Care Finder
Key relationships	<ul style="list-style-type: none"> • Manager, Community Connections and Team Leader, Care Finders • IPC Health Care Finder and Community Connections teams, aged care and relevant health and allied health teams.

- Aged Care services and supports across program catchments
- Aged Care community groups, organisations and intermediaries across program catchments, including CALD communities, Aboriginal & Torres Strait Islander communities and disability groups
- Local Councils, health, allied health, social support services
- NWMPHN

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.

