

Care Finder

Success Profile

As at 3/08/2026

You will make a difference by	• Providing a client centred approach that respects and responds to each person's individual needs, preferences, values and life experiences. • Demonstrating your exceptional ability to engage and develop relationships with diverse communities, specifically older persons, including CALD communities, people with a disability, Aboriginal & Torres Strait Islander community and those experiencing disadvantage. • Working in collaboration with our target groups to assess and identify their health and wellbeing needs, care planning and linking them with appropriate aged care services and supports, including My Aged Care. • Identifying and establishing strong relationships with key internal and external stakeholders to continuously improve referral pathways and accessibility of aged care services and programs. • 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	• Minimum of 1 years demonstrated experience as a Care Finder • Relevant qualifications in aged care, human services, social work, community services or health; or extensive relevant experience and specialist expertise in the aged care sector • 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 • Excellent communication, motivational interviewing and holistic wellbeing assessment skills. • 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 full current Victorian driver's licence, a National Police Check and 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	- Deliver Care Finder service that meets the needs of our target groups, including priority Aboriginal & Torres Strait Islander communities, CALD communities and people living with a disability - The target groups have enhanced knowledge of, and access to appropriate aged care services and supports, including My Aged Care. - Meet program deliverables and outcomes, including reporting and evaluation which demonstrates program performance as required by funding body - Strong relationships have been built with key internal and external stakeholders which have improved referral pathways and accessibility of aged care services and programs for our target groups.

Team	Community Connections
Reports to	Team Leader, Care Finders
Key relationships	- IPC Health Care Finders, Community Connections teams, Aged Care and relevant health and allied health teams - My Aged Care - Aged Care assessment services across program catchments



	• Aged Care community groups and organisations across program catchments • Local Councils, health, allied health, social support services
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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.
