

Success Profile Intake Worker (Level 4)
Team Care Finder
Supporting Manager Community Connections

You will make a difference by

- Delivering a client centred approach and meaningful intake service for Care Finder program.
- Utilising program assessment tools and knowledge of aged care service sector to effectively assess client eligibility, needs, priority levels and providing information for connections and/or referral to other appropriate services and supports as needed.
- Ensuring a coordinated service delivery by providing administrative support to the Care Finder team.
- Enhancing the service model and achieving the best client outcomes through active participation in a multidisciplinary team and commitment to quality improvement practices



To succeed, you will need

- Tertiary qualifications in aged care, human services, social work, community service or health disciplines with demonstrated experience in a similar role within age care, community health or a community based setting.
- Highly skilled in undertaking intake and screening activities, to effectively determine client eligibility, needs and assist or refer as needed.
- Sound administrative skills including data entry for accurate client record management and high quality reporting to support program objectives.
- Competency in working with and delivering culturally inclusive and safe support to diverse communities, ie CALD; Aboriginal and Torres Strait Islander community and people with a disability.
- Strong technical skills including Microsoft Office suite, client management systems (Trak Care preferred), communication and written skills.



You will improve and promote One Team IPC Health by

- acting with purpose, measuring our results, and celebrating achievements (**We make a difference**)
- going above and beyond, demonstrating understanding and respect for our communities and each other (**We are passionate**)
- learning, experimenting and innovating (**We are creative**)



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 work day
- 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

- Positive indicators from various service metrics demonstrate:
 - the intake process is responsive, welcoming, culturally sensitive, and effectively addresses the needs of our target demographics, aligned to relevant standards.
 - high performance as per funding body requirements enabling program deliverables and outcomes to be met, including data collections, reporting and evaluation.
 - target groups have enhanced knowledge of, and access to appropriate aged care services and supports, including My Aged Care
- Effective administration support contributing positively to the Care Finders service’s delivery objectives.
- Meaningful relationships established with key internal and external stakeholders that improve referral pathways and accessibility of aged care services and programs for our target groups.



Key Relationships

- Care Finder Team Leader and senior Care Finder
- IPC Health Care Finder, Aged Care, Homeless & at Risk of Homelessness and relevant health and allied health teams
- Aged Care services across program catchments
- Aged Care community groups and organisations across program catchments
- Local Councils, health, allied health, social support services
- Other North West Melbourne Care Finder services
- Funding organisations including Department of Health and Primary Health Networks (PHN)

 MINDFULNESS

Mindfulness

in leadership is represented by the focus and presence of mind to act with integrity, grit, resilience, adaptability and kindness — even in challenging circumstances.

 IMPACT

Impact

in leadership is a mindset that compels you to seize opportunities, to act with self assurance, to inspire action, and to empower others through active listening and communication.

 INNOVATION

Innovation

in leadership is a growth and learning mindset that thrives in ambiguity, senses change, fosters deep curiosity and enables experimentation and creativity to thrive.

 DIVERSITY

Diversity

in leadership is a mindset that enables the awareness, empathy, collaboration and diplomacy to communicate, engage and work with anyone.

At IPC Health, we believe that strong leadership is a state of MIND. We are all leaders.

MIND ipchealth leadership