

Position Description

Position Title:	Case Coordinator
Program:	Advanced care finder, Community Participation
Location:	Horsham. Regular travel to other locations will be required
Reports To:	Team Leader, Advanced care finder
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 5</i>

This Position Description intends to describe the general scope, level of work, accountabilities, and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families, and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity, and embrace diversity in an inclusive work environment.

CatholicCare Victoria Values

Values	Behaviours
Respectfulness	We value people for who they are and recognize what they are doing. We interact with others honestly and in a positive, considerate, and caring matter.
Integrity	We value the work we do. We are fair, honest, and trustworthy. We act professionally, take accountability for our actions, and keep our promise.
Inclusivity	We welcome everybody, working to enable everyone to feel like they belong and have a place – from a face to be seen and a voice to be heard.
Collaboration	We walk alongside clients, communities, and each other. We contribute to the work and lives of others so that we can all achieve our best, together.

Compassion	We connect with each other's stories. We acknowledge the inherent strengths and diverse experiences of others. We act with kindness and care in all our relationships, helping each other to address our challenges in a safe and welcoming environment.
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About Advanced care finder

The Advanced care finder program was announced in the 2021-22 Commonwealth Budget as part of the Connecting Senior Australians to Aged Care Services measure. Advanced care finder services will:

- Provide specialist and intensive assistance to help people to understand and access aged care and connect with other relevant supports in the community; and
- Specifically target people who have one or more reason for requiring intensive support to interact with My Aged Care, access aged care services and/or access other relevant supports in the community.

Position Summary

The purpose of the Case Coordinator is to provide information and support to clients to ensure that they are sufficiently informed to empower them to make their own choices to access the relevant supports that they require.

The Case Coordinator will provide specialist and intensive assistance to help people within the Advanced care finder target population to understand and access aged care and connect with other relevant supports in the community. This will involve utilising an assertive outreach approach to engage and build rapport with potential clients as well as local intermediaries, stakeholders and networks.

The Case Coordinator reports to and works closely with the Team Leader, Advanced care finder and the Manager, Homelessness and Housing Support and maintains a collaborative and productive working relationship with all other staff within CatholicCare Victoria.

Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Client Services	<ul style="list-style-type: none"> • Delivery of high-quality Advanced care finder support through information, support, representation, and assertive outreach. • Provision of individual and intensive support to clients to ensure they understand and can access relevant aged care and other services. • Provide high level check-ins with clients on a periodic basis and follow-up support once services have commenced. • In consultation with Team Leader, ensure preventative action is taken in relation to potentially high-risk situations. • Coordinate referrals and linkages to health, community and social services for clients. • Assess and identify initial and ongoing needs for clients. • Advocate on behalf of clients. • Provide support to clients by using encouragement, motivation, and presentation as a positive role model.
Team Work	<ul style="list-style-type: none"> • Contribute to program planning and development. • Assist with peer support.

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Stakeholder Engagement	<ul style="list-style-type: none"> • Build strong working relationships with relevant health, community and social organisations and groups. • Proactively develop and strengthen referral pathways and linkages within the community.
Reporting, Documentation and Administration	<ul style="list-style-type: none"> • Ensure the accurate and timely entry of data as outlined in organisational and program guidelines. • Actively participate in organisational meetings and activities as required. • Actively support the effectively delivery of the H2H program. • Be available to work flexible hours depending upon client need.

The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position works under the direction of and reports Team Leader, Advanced care finder.

Position/s reporting to the position:

Not applicable

Stakeholder Relationships

Internal Relationships:

- develops a working relationship with all components of CatholicCare Victoria staff and management, including internal referral points.

External Relationships:

Works cooperatively with a range of stakeholders and networks including:

- Western Victoria Primary Health Network
- Department of Health Victoria
- Department of Families, Fairness and Housing Victoria
- Central Highlands, Wimmera and South West Victoria HEART and LASN networks
- Health and Community Service providers
- Aboriginal Controlled Community Organisations

Organisational Responsibilities of the Position

Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;

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- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Employee code of conduct;*
- information privacy and confidentiality;
- equal opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

Key Requirements

Qualifications and/or Training

1. Diploma/Advanced Diploma/Associate Degree, Community Studies (Welfare) Social Work or equivalent, or other relevant qualification.

Experience

2. Extensive experience working in the aged care or community services sector.
3. Experience working with clients with multiple and complex needs.

Knowledge, Skills and Attributes

4. Knowledge of integrated models of support including the Housing First model.
5. Knowledge of working in a community-based setting in partnership with government and health and community service organisations.

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6. An understanding of issues and context affecting inclusion and diversity of marginalized groups, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse communities and people from LGBTIQA+ communities.
7. Excellent interpersonal, verbal, and written communication skills.
8. Demonstrated knowledge of relevant legislation and current policies, procedures and guidelines pertaining to the target group.
9. Well-developed information technology skills including working knowledge of Microsoft Office suite and windows operating environment and experience in client data base entry.

Child Safety

10. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards*, *National Principles for Child Safe Organisations*, *Child Safe Standards* and any other relevant legislation.
11. Demonstrated knowledge and application of child safe legislation, principles, standards and practices.
12. Demonstrated understanding of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

Other Requirements

- Current driver's licence.
- Current Working with Children Check.
- Current Australia-wide Police Check (and international where required).
- Disability Worker Exclusion Scheme clearance (where applicable).
- Disqualified Carer's Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s, Disability Worker Exclusion Scheme check and Disqualified Carer's Check.

It is the incumbent's responsibility to maintain a current valid driver's licence, Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertake a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

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