

Position Description

Intake Officer - Care Finder

Role overview	
Location	Hobart
Classification	SCHADS Level 5
Kind of employment	Fixed term to 30/06/2025 with the possibility of extension, subject to funding
	Part-time 3 or 4 days a week depending on candidate's preference
Immediate manager	Team Leader - Care Finder

About COTA Tasmania

COTA Tasmania (Council on the Ageing) has been the voice of older Tasmanians for 60 years. COTA Tasmania is a well-respected peak body (non-for-profit organisation) representing the interests of older Tasmanians through systemic advocacy and community engagement and consultation.

Our Vision

Ageing in Australia is a time of possibility, opportunity, and influence.

Our Mission

We advance the rights, interests, and futures of Australians as we age.

Our Values

Respect, Diversity, Collaboration, Integrity.

We are guided by the following principles:

- To maximise the economic, social, and political participation of older Tasmanians.
 - To challenge ageism in Tasmania, reject negative stereotypes and promote positive views of ageing.
 - To redress disadvantage and discrimination in Tasmania.
 - To promote interdependence and consciousness across generations in Tasmania.
 - To encourage and support services that are valued and used by older people living in Tasmania.
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Position summary

Care Finder is a Commonwealth-funded program commissioned by Primary Health Tasmania. It aims to connect and engage older people in the program's target group, who experience difficulties accessing aged care services. Care Finders provide free, one-on-one support for older Tasmanians to interact with My Aged Care and access aged care services and other relevant supports in the community. Care Finders are located in each of Tasmania's three major regions.

Working closely with and supporting a small team of Care Finders, the Intake Officer will:

- Be a warm and engaging person and the first point of contact for older people and referrers accessing the Care Finders program.
- Quickly build rapport and trust with clients.
- Determine their eligibility and circumstances.
- Connect them with a Care Finder or facilitate referrals to other relevant support services.
- Develop and implement communications, marketing, and assertive outreach activities across Tasmania, in collaboration with the Team Leader, Care Finder staff, and other COTA Tasmania staff.
- Maintain effective data collection and reporting systems and processes.
- Maintain current information resources to support the Care Finders team.
- Contribute to reporting to COTA Tasmania management, Primary Health Tasmania, and the Care Finder program nationally.

The Intake Officer will contribute to ensuring effective delivery, compliance and reporting to funding partners and work collaboratively with the COTA Tasmania team and relevant external stakeholders.

Relevant legislation

- *Fair Work Act 2009* (Cth)
 - *Privacy Act 1988* (Cth)
 - *Personal Information Protection Act 2004* (TAS)
 - *Anti-Discrimination Act 1998* (TAS)
 - *Work Health and Safety Act 2012* (TAS)
 - *Work Health and Safety Regulations 2012* (TAS)
 - *Australian Human Rights Commission Act 1986* (Cth)
 - *Age Discrimination Act 2004* (Cth)
 - *Disability Discrimination Act 1992* (Cth)
 - *Racial Discrimination Act 1975* (Cth)
 - *Sex Discrimination Act 1984* (Cth)
 - *Aged Care Act 1997* (Cth)
 - Relevant Industrial Awards and Agreements
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Key accountabilities

Client intake and triage

- Respond in a timely manner to Care Finder queries from older people (and their representatives, family members, and other referrers), via telephone, in person, email and any other means.
- Conduct initial assessment to understand client needs.
- Determine eligibility for the Care Finders program.
- Resolve simple enquiries.
- Log cases and record accurate information about clients.
- Ensure Care Finder target group clients are linked to a Care Finder for support.
- Provide warm referrals to other services where appropriate.
- Provide information to older people and referrers in ways that are accessible and understandable to enable effective decision making.

Outreach

- Work with the Care Finder team to plan, arrange and contribute to the undertaking of assertive outreach activities across Tasmania to identify and engage with vulnerable older people.
- Identify opportunities for delivery of the program to the target group that are effective and ensure the greatest reach.
- Liaise with networks and community organisations to promote the Care Finder services.

Administration and records management

- Provide relevant referral information to colleagues and other agencies.
- Work with the Team Leader and Administration staff to develop, maintain, and improve intake and referrals processes and functions, including record keeping and reporting.
- Work with Care Finders to monitor and maintain accurate records of clients, case notes and interactions using COTA Tasmania's Client Relationship Management (CRM) platform.
- Ensure record keeping and practices associated with sharing information are conducted in line with data privacy principles and program requirements.
- Collate service delivery data and de-identified case studies as required for COTA Tasmania, Primary Health Tasmania and the program evaluators.

Workplace Health and Safety (WHS)

- Take reasonable care of the health and safety of self and others when on duty.
 - Liaise with other workers to ensure health, safety, and wellbeing at work.
 - Cooperate with the COTA Tas management and Board in efforts to comply with WHS requirements.
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Other

- Show a commitment to COTA Tasmania values.
- Uphold privacy and confidentiality requirements of the organisation.
- Comply with all COTA Tasmania policies and procedures.
- Display professional personal presentation.
- Manage self and demonstrate commitment to learning through evaluation and review of own performance; development of skills, experience, and knowledge; and participation in professional development.
- Participate in evaluation, review and continuous improvement activities as required.
- Develop evidence-based and user-friendly information resources as required.
- Any other duties as directed by the Team Leader - Care Finder or CEO.

Key challenges

- Using interpersonal skills to interact and communicate in challenging situations.
- Working in a fast-paced, changing service environment and dealing with ambiguity.
- Prioritising and managing a range of deliverables and tasks in a high-volume program.
- Understanding of and practicing with respect to personal and professional boundaries, privacy and confidentiality and ethical behaviour.
- Building and maintaining effective working relationships and networks with clients, suppliers, stakeholders, and funding partners to facilitate the success of COTA Tasmania's Care Finder program.

Key relationships

Reports to

- Team Leader - Care Finder

Direct reports

- Nil

Internal relationships

- Care Finder team
 - Program and project teams
 - Executive management
 - Administration and Finance Officer
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External relationships

- Care Finder clients
- My Aged Care
- Aged Care providers
- Services Australia
- Service partners
- Funding partners
- Suppliers

Role dimensions

Decision making

INDIVIDUAL DECISION MAKING

- Work autonomously on a range of tasks and initiatives and undertake research and analyse information independently.
- Provide advice and seek information from stakeholders.
- Identify key issues and resolve potential conflicts at an early stage.

IN CONSULTATION DECISION MAKING

- Consult with the Team Leader - Care Finder on intake, data management and communications issues and risks.
- Contribute to reports and briefs.

Budget/expenditure

- Manage expenditure within approved budgets.
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Essential requirements

1. Commitment to the mission and values of COTA Tasmania.
2. Relevant tertiary qualifications and/or relevant experience in client-focused positions within health or community services.
3. Understanding of the operation of the aged care system including aged care assessments.
4. Demonstrated experience in delivering customer service to older people from diverse backgrounds and special needs groups.
5. Knowledge of the aged care and related sectors and networks in Tasmania.
6. Highly developed oral, written, interpersonal communication and problem-solving skills.
7. Empathetic approach, commitment to person-centred practice, and the ability to quickly build trust and rapport with a diverse range of clients.
8. Highly developed organisational and time management skills together with an ability to work as part of a small team.
9. Demonstrated success in achieving KPIs.
10. High proficiency in information technology skills including experience with Office 365 and contemporary CRM and data reporting software.
11. Knowledge of Workplace Health & Safety requirements and risk management planning.
12. Current driver's licence, National Police Check clearance, and Working with Vulnerable People (employment) registration.
13. Willingness to work and behave at all times in ways consistent with COTA Tasmania's policies and procedures.

Desirable

1. Knowledge of the issues and opportunities facing older Tasmanians.
 2. Not for profit or community sector experience.
 3. Training in Mental Health First Aid and trauma-informed service delivery.
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