

## Care Finder Coordinator

### Position Details

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**Position Title:** Care Finder Coordinator

**Classification:** SCHADS Award Level 5.1

**Location:** Dandenong, Casey, Cardinia LGA – located in Narre Warren

**Time Fraction:** Full-time

**Contract Detail:** Fixed-term until 30 June 2029

### Organisation Overview

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Mentis Assist is a community-managed, not-for-profit organisation providing mental health, wellbeing supports, and system navigation to people across the spectrum of mental health challenges—from mild and moderate concerns to severe and complex needs, including those with psychosocial disabilities.

Our purpose is to work alongside people to build on their strengths, values and goals, supporting improved health and wellbeing, independence, social participation and meaningful relationships. We embrace a recovery-oriented, person-centred approach that recognises people with lived and living experience as experts in their own recovery.

Established in 1986, Mentis Assist has evolved to deliver flexible, evidence-informed supports that promote choice, dignity and inclusion. We are committed to the principles of the **Mental Health and Wellbeing Act 2022**, including supported decision-making, cultural safety, and human rights.

Our vision is for all people to have the opportunity to live a contributing and meaningful life. We value diversity and actively include voices of people with lived experience, Aboriginal and Torres Strait Islander peoples, and people from all cultures, abilities, and LGBTIQ+ communities.

All employees are expected to uphold Mentis Assist's values of Inspiration, Creativity, Empathy, Support and Collaboration in their daily work and interactions.

### Conditions of Employment

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- In accordance with the National Employment Standards and relevant award: Social, Community, Home Care and Disability Services (SCHADS) Award 2010 (which is incorporated in the Mentis Assist Enterprise Agreement 2018), Health Professionals and Support Services Award 2010, or Nurses Award 2010, or non- award depending upon position.

- Generous salary packaging benefits in accordance with ATO guidelines and Mentis Assist policies
- Satisfactory pre-employment screening checks including National Police Check, International Police Check/Statutory Declaration (if required), Working with Children Check (if required), Qualification Check, Employment History and Referee Check.
- Mentis encourages people with a disability to apply and encourages full disclosure of illness or disability.
- We actively encourage the voices of, and value the unique perspectives of all people including those with lived experience, peers, Aboriginal and Torres Strait Islander, all cultures, LGBTIQ+ communities.
- Mentis Assist is a smoke free workplace
- Right to work in Australia

## Qualifications and Requirements

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### Essential:

- Minimum qualification: Advanced Diploma in Social Work, Community Services, Aged Care, or a related field.
- Experience in client assessment, care planning, and coordination in community or health settings.
- Knowledge of My Aged Care processes and aged care service system.
- Current Victorian Driver's License and access to a comprehensively insured vehicle.
- National Police Check and Working with Children Check (or willingness to obtain).

### Desirable:

- Experience working with vulnerable cohorts (e.g. CALD, LGBTIQ+, First Nations, homeless).
- Familiarity with CRM systems and data reporting requirements.

## Position Overview

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The Care Finder role exists to support older Australians who experience significant barriers to accessing aged care services and supports. This includes providing assertive outreach, practical navigation of My Aged Care processes, and facilitating connections to appropriate community and mainstream supports for individuals who may be socially isolated, experiencing homelessness, or from other vulnerable cohorts.

The role involves delivering intensive, person-centred support to empower clients to understand their aged care options, participate meaningfully in assessment processes, and access services that meet their individual needs. You will work closely with clients over time to ensure continuity of support, advocate on their behalf where required, and promote ongoing engagement with services that enhance wellbeing, independence, and safety.

## **Line Manager**

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Team Leader – Social Support Programs

## **Key Accountabilities and Duties**

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### **Operational /Administration**

#### **Direct Client Service**

- conducting eligibility screening
- Provision of case coordination enabling connections and/or reconnections to appropriate aged care services or supports
- Coordination of all activities of the service including undertaking outcome measurements for clients
- Provide assertive outreach and engagement for hard-to-reach older people.
- Support clients through My Aged Care registration, assessment, and service connection.
- Develop individualised care plans and monitor progress.
- Maintain regular check-ins post-service commencement (minimum quarterly).
- Complete all documentation, case notes, and reporting requirements accurately.
- Comply with the Mentis Assist Code of Conduct, policies, procedures, and values, and demonstrate professional, ethical, and respectful behaviour at all times.

#### **Community Liaison & Networking**

- Build and maintain referral pathways with GPs, hospitals, housing services, and aged care providers.
- Liaise with referring agencies and/or health professionals regarding assessment, care coordination and outcomes
- Promote the Care Finder program to local agencies and community groups.
- Engage with culturally diverse and First Nations organisations to ensure culturally safe service delivery.

#### **Program & Compliance**

- Participate in team meetings, supervision, and professional development.
- Contribute to quality improvement and accreditation processes.
- Ensure compliance with Mentis Assist policies, SEMPHN reporting, and funding requirements.

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### **Self and Workplace**

- Contribute to a healthy and safe workplace.

- Take responsibility for your own health and safety and understand your obligations to others in line with Work Health and Safety (WHS) legislation and Mentis Assist policies, to help maintain a safe and supportive workplace.
- Acknowledge, appreciate, and encourage differences, valuing people for their skills, competencies, and contribution to Mentis Assist's continuing success.
- Understand responsibilities and accountabilities to yourself and others in accordance with the Victorian Charter of Human Rights and Responsibilities Act 2006 (Vic) and other relevant legislation.
- Abide by Mentis Assist policies, procedures, and accreditation standards.
- Ensure all organisational and administrative reporting and accountabilities are completed accurately and in a timely manner.

## **Finance and Performance**

Ensure all service expenditure has approval in line with Mentis Assist's Instrument of Delegation.

## **Professional Development**

- Participate in regular supervision with the line manager.
- Undertake annual performance reviews with the line manager and develop and implement professional learning and development plans.
- Actively participate in training and skill building opportunities.

## **Key Selection Criteria**

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- Qualifications and requirements as above.
- Strong interpersonal and communication skills.
- Ability to build trust and rapport with clients.
- Problem-solving and conflict resolution skills.
- Cultural awareness and sensitivity.
- Capacity to work independently and manage a caseload.
- Proficiency in Microsoft Office and client management systems.

## **Acknowledgment for Receipt of Position Description**

I have received a copy of the Position Description and have read and understand its contents. I understand that this Position Description is an indication of the duties and responsibilities that I may be required to undertake. From time to time, I may be required to undertake other duties within my skills and experience.

Name: (please print)

Signature:

Date: