

Case worker

Wesley Mission Care Finder program HNECC

May 2025

Agreement

Maslen

Signed–Manager

19/05/25

Date

Signed–Employee

Date

Regional Manager Manager’s initials _CM_____ Employee’s initials _____



1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

“A Spirit-led disciple-making movement: doing all the good we can because every life matters”

Out of Christian love and compassion we are driven by Soft Hearts, Open Hands, Sharp Minds and Hard Feet.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2. Overview of Wesley Dalmar Child and Family

Wesley Dalmar Child and Family is made up of numerous teams that support the communities and the people in need. The various teams build resilience and strengthen capacity in the local communities where we work. Providing support to people using trauma-informed person-centred approaches in a holistic manner. We will actively seek to *“doing all the good you can because every life matters”* for the whole of community. We are committed to local communities, the traditional owners, the new arrivals, the local people and Wesley Mission’s meaningful presence within the local space. We are committed to finding ways to support and address the local un-met need. We will identify and respond to hidden and emerging needs in our local communities.

Service areas and contracts include

- Carefinders
- Early Intervention and Prevention
- Emergency Response
- Newcastle Hub
- Community Housing
- Wesley Dalmar, an Out Of Home Care Service accredited by the Office of Children’s Guardian and regulated by the OCG standards.
- Disability Services
- Specialist Homelessness Services
- Youth AOD program
- Young Healthy Minds
- Youth Hope

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3. Overview of role

The Wesley Care finder case worker plays a vital role in supporting vulnerable older people who require intensive assistance to navigate and access aged care and related supports. This position is responsible for providing personalised, face-to-face support to individuals who do not have family, friends, or carers to assist them, and who may face complex barriers such as social isolation, mental health issues, cognitive decline and housing instability.

Service Approach

The Care Finder Case Worker will work closely with clients to identify their needs, connect them to appropriate aged care services (including My Aged Care), and support them through the assessment, application, and service engagement processes. Care finder services are delivered through a person-centred, outreach-based model. This involves actively identifying and engaging with older people who are isolated or vulnerable, building trusted relationships, and providing tailored assistance to navigate aged care and other essential services. Support is offered face-to-face and may include attending appointments, completing forms, liaising with service providers, and following up to ensure continuity of care

Target Population

The Care Finder Program is designed to support individuals who face one or more of the following challenges:

- Communication or language barriers
- Cultural or religious barriers
- Homelessness or risk of homelessness
- Identification as LGBTI
- Aboriginal or Torres Strait Islander background
- Veteran status
- Living in rural or remote locations
- Financial disadvantage
- History as a care leaver
- Experience of forced adoption or child removal

Eligibility – people must meet the following requirements

- *Need help with one or more everyday tasks and be aged*
- *65years or older (50yrs or older for Aboriginal or Torres Strait Islander people*
- *50yrs or older on a low income and homeless or at risk of being homeless*

This role requires strong interpersonal skills, cultural sensitivity, an understanding of the aged care and health systems, and the ability to build trust with people who may be reluctant or unable to engage with formal supports on their own.

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4. Relationships

Reports to: Team Leader

5. Major role responsibilities

5.1. Our clients

- Improve outcomes of people in the targeted population.
- provides specialist and intensive assistance to help people in the Care finder target population to understand and access aged care and connect with other relevant supports in the community
- provide assertive outreach to communities with targeted groups
- addresses the specific local needs of their region in relation to Care finder support
- continues development of a strong knowledge base of the aged care systems
- collects data and information to support an evaluation of the Care finder program
- support and promote continuous improvement of the Care finder program
- support improved integration between the health, aged care and other systems at the local level within the context of the care finder program
- provide quality client support and advocacy in line with service agreement
- conduct assessment and casework assistance
- provide Care finder support in home and within community
- where needed provide transportation to clients to achieve case work outcomes
- assess, monitor and review client outcomes
- provide culturally appropriate support to clients
- Promote Wesley Mission's principle of joined up thinking and practice b
- Be a strong ambassador for the Wesley Care finder team.

5.1.1. Performance measures

- Service delivery and portfolio performance targets set by both PHN and Wesley
- PHN targets are set through Key Performance Indicator (KPI) measures and reportable to PHN by Wesley on a monthly and quarterly basis.
- these are contractual targets and Wesley has an obligation, and by extension, the employee must achieve.
- Wesley targets are set through periodic review of employee performance and in response to PHN expectations.
- these targets may be varied from time to time.
- evidence of priority target group accessing services
- evidence of quality partnerships and increased cross referrals across sector
- evidence that all clients receive a trauma informed and culturally appropriate service
- evidence of proactive program planning for assertive outreach
- effective research for designated funded are.

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5.2. Our people (our team)

- attend and participate in regular support meetings and team meetings, communities of practice
- attend and participate in annual Employee Contribution & Development process
- continue tracking achievement of goals, documenting your progress on the Employee Contribution & Development template
- commit to a continuing process of personal self-development, training and skills acquisition
- ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- attend Life of the Mission events as advised by supervisor
- be a part of creating a team culture of support and respect
- promote and ensure adherence to Wesley Mission brand by all members of the team
- ensure all Human Resource (HR) policies and procedures are understood and adhered to, and seek consultation with the HR department as required
- on a quarterly basis, conduct and document individual meetings with direct reports and facilitate feedback to ensure employee satisfaction and performance
- ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings.

5.2.1. Performance measures

- successfully achieved induction and orientation and mandatory training
- attendance at Wesley Thanksgiving Service and other Life of the Mission events
- engaged with new practices, policies and procedures
- 90% attendance line support and team meetings and communities of practice.

5.3. Our operations

- ensure the reputation and integrity of Wesley Mission is maintained at all time
- ensure client files are up to date and maintained in relevant databases
- Attend all team meeting and action allocated referrals in line with policy and procedure
- contribute to program performance monitoring through reporting systems leading to measurable accountability as required by Family and Community Services

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- contribute to reviewing internal systems including policies and procedures to ensure more efficient and effective methods of delivery and to ensure continual improvement
- contribute to evaluation and quality improvement of programs
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with, during employment. Perform WHS tasks as directed by supervisor
- embrace new developments and technological innovations including CRM and Carelink+, relevant to Wesley Mission's work
- maintain industry specific standards and ISO9000 standards as per Wesley Mission's quality assurance policies
- promote the grievance procedure to all clients and respond in line with the Wesley Mission Grievance Procedure.
- communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocate.

5.3.1. Performance measures

- regular reporting requirements are met
- achieve client files compliance status during random file audit
- increased number of referrals received from other organisations
- achieved working knowledge of:
- funding specifications and guidelines
- Wesley Mission employee handbook
- relevant policy and procedures

5.4. Our financials

- commitment to proactively plan and managing program budget in order to minimise over or underspends at the end of financial year.
- ensure all allocated Wesley resources are maintained and serviced as required
- commitment to retaining current funding through working within funding guidelines and providing a best practice service
- proactively seek new funding opportunities
- ensure all projects are delivered to budget and seek opportunities to minimise expense wherever possible.

5.4.1. Performance measures

- Wesley resources are well maintained including centres, vehicles and other equipment
- evidence of proactive program planning and reduced over/underspend

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- Current funding maintained
- Pre-paid cards reconciled, and receipts saved as policy
- All spending has been approved prior to purchase.

6. Professional responsibilities

- as directed, other activities to support the delivery of the Wesley Care finder program, Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the Equal Employment Opportunity (EEO), Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.

7. Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem-solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience.

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Essential skills/knowledge

- Tertiary qualification, in a related field, e.g., aged care, community care, social work, allied health, nursing and/or demonstrated professional experience working with clients to deliver a community-based service within the aged care sector.
- Demonstrated high-level understanding of My Aged Care systems and processes (including aged care assessments) and a sense of aged care services.
- Evidence experience of supporting older people, individuals with disabilities, or those experiencing social disadvantage.
- Demonstrated experience working across a range of service providers developing and maintaining professional relationships and networking across organisations and service systems.
- Demonstrated commitment to supporting the needs and rights of people from diverse backgrounds, e.g., Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse communities, people from Lesbian, Gay, Bisexual, Transgender and/or Intersex communities, and those from rural/remote communities.
- Understanding of trauma informed care and culturally appropriate practice
- High-level communication and administrative skills, including collecting, recording, and reporting data aligned with key performance indicators.
- Experience with case management software and other relevant digital tools for client tracking and documentation
- Strong understanding of privacy legislation and maintaining confidentiality of sensitive client information
- Understanding of WH&S issues and risk management for client home-based care and during transport of clients
- Current Full NSW or National driver's license
- Fully Vaccinated against COVID19
- Successful applicant will need a Working with Children's Check & National Criminal Record Check.
- First Aid Certificate or willingness to obtain

Desirable skills/knowledge

- Experience working with Aboriginal and Torres Strait Islander communities or culturally and linguistically diverse (CALD) groups.
- Familiarity with local services and resources available to support vulnerable people within the region
- Previous work in community outreach, developing programs, or engaging with local stakeholders to improve client access to services
- Demonstrated ability to think creatively and find practical solutions to challenges faced by clients in accessing services.
- Understanding and experience in applying trauma-informed practices in working with clients

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- Proven ability to manage competing priorities and handle a varied caseload effectively.
- Proficiency in a language other than English could be an asset in supporting CALD communities
- A commitment to ongoing learning, staying updated on best practices, and undertaking further relevant training.

2025 – Staff Vision, Values & Behaviours

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This document is to read in conjunction with the Wesley Mission Code of Conduct

Vision:

- An inclusive workplace where we bring our most authentic and professional selves, in a harmonious environment.
- We collaborate with children, young people and their families using our creativity, flexibility, and evidence-based practice to build capacity for people to live meaningful and authentic lives.
- We position children, young people, and families as the experts in their own lives, and advocate alongside them with services, and community to ensure barriers to wellbeing are overcome.

Values:

- **Relatedness:** People relating to each other as colleagues and co-workers; supporting each other and helping to get the job done. It is a measure of how well staff at all levels get on and relate to each other.
- **Autonomy:** Employees participating in decisions that affect the day-to-day business of the workplace and where possible, allow the employee to determine how they tackle the daily demands of their role.
- **Competence:** Staff being trained in their role to a high standard and given opportunities to improve, be it through training, mentoring or peer collaboration.
- **First Nations:** Acknowledging the lens in which we work with young people and families operates within structural and systemic racist structures. Therefore, we will purposefully seek to learn more about First Nations people by First Nations people, to integrate these learnings into our practice. We will also commit to challenging racism within ourselves and others.
- **Gender & Sexuality:** We commit to proudly and visibly supporting sexuality and gender diverse people's rights and openly challenge homophobia and transphobia, in ourselves and others.
- **Culturally and Linguistically diverse communities:** We recognise the breadth of experience, values and cultural practice in the children, young people and families we support. We acknowledge the impact that displacement has on refugees, migrants and asylum seeking, and that there is diversity within each migration experience. We commit to being open, curious, and flexible with our service delivery for these communities.
- **Disability:** We acknowledge that we live in an ableist society and strive to provide an accessible service for our community.

Behaviours Not Tolerated:

- **Harassment:** Offensive jokes or gestures based on race, religion, gender, or sexuality; mimicking someone's accent; displaying offensive material; unwelcome remarks or insinuations about a person's appearance, food choices or private life are all unacceptable.
- **Bullying:** Repeated unreasonable behaviour causing a risk to the health and safety of a worker. This includes, however, not limited to; insulting or offensive language, spreading misinformation or malicious rumours, offensive practical jokes that aim to mock or ridicule, or unreasonable exclusion from workplace activities. For further information refer to: Wesley Mission Workplace Anti-Bullying Policy
- **Lateral Violence:** Name calling; bickering; fault finding; criticism; intimidation; malicious gossip; shouting; blaming; put downs; raised eyebrows; exclusion; or making faces behind someone's back, are all unacceptable.

Behaviours We Expect:

- Offering feedback on service and workplace culture with a willingness to work towards solutions.

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- Equitable and inclusive service through steadfast courage, honesty, and integrity.
- Respect for each individual and their experience.
- Punctuality - be on time for work - start work on time and return from allocated breaks on time.
- To maintain Wesley cars and property in a respectable and appropriate condition.
- Avoid participating in any form of gossip.
- Encourage and help each other.
- Work to maintain a harmonious and supportive team environment: smile and say hello, but it is okay to say you are in a bad mood and you need some space and respect.
- Work efficiently and do not distract others by taking too much of their time.
- Be wary of cliques or factions forming.
- Clean up after yourself and after team events/lunches etc.
- Dress appropriately and professionally.
- We invite you to bring your most authentic self and have some fun while maintaining your professionalism.

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