



Intake Support Worker

Wesley Mission Care finder program

May 2025

Agreement

[Signature]

Signed–Manager

19/05/25

Date

Signed–Employee

Date

Regional 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 Care finder

3. 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

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

Regional Manager. Manager’s initials __CM____ Employee’s initials _____



4. Overview of role

The Wesley care finder program provides specialist, intensive support to assist older people who face significant challenges in accessing aged care services. The program helps individuals understand the aged care system, complete necessary processes, and connect with relevant community supports to improve their wellbeing and independence.

A care finder Intake worker plays a key role in supporting older Australians who need extra help to access aged care services. This role is part of the Australian Government's care finder program, which aims to support vulnerable older people who are eligible for aged care but face barriers in accessing services on their own. The intake worker will be responsible for handling inbound enquiries from potential clients, their families, or referral sources. Conduct preliminary assessments to determine eligibility for the care finder program.

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*

The care finder is responsible for high-quality person-centred services that deliver independent information and support to people who need assistance to access and understand the aged care system

5. Relationships

Reports to: Team Leader

Regional Manager. Manager's initials __CM____ Employee's initials _____



6. Major role responsibilities

6.1. Our clients

- Handle inbound enquiries from potential clients, their families, or referral sources.
- Conduct preliminary assessments to determine eligibility for the care finder program.
- Triage and refer clients to appropriate care finder staff for ongoing support.
- Collaborate with internal and external stakeholders to ensure smooth referral pathways.
- Maintain accurate records of referrals and follow-ups.
- Provide clear and accessible information about aged care services, My Aged Care, and other relevant supports.
- Guide clients or their representatives through the initial stages of accessing aged care services.
- Maintain up-to-date and accurate client records in databases and case management systems.
- Ensure privacy and confidentiality are always maintained
- be a strong ambassador for the Wesley care finder team.

6.1.1. Performance measures

- 80% of clients/referrers report a positive interaction.
- 90% of clients correctly assessed accordingly to the eligibility criteria.
- 95% of client information recorded correctly
- All referrals and assessment are responded within the Wesley Mission guidelines.
- 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.

6.2. 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

Regional Manager. Manager's initials __CM____ Employee's initials _____



- 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.

6.2.1. Performance measures

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

•

6.3. 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
- advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, ensuring brand compliance and use of correct templates
- 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

Regional Manager. Manager's initials __CM____ Employee's initials _____



- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons you encounter, 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.

6.3.1. 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

6.4. 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.

6.4.1. Performance measures

- Wesley resources are well maintained including centres, vehicles and other equipment
- evidence of proactive program planning and reduced over/underspend
- Current funding maintained
- Pre-paid cards reconciled and receipts saved as policy

Regional Manager. Manager's initials __CM____ Employee's initials _____



- All spending has been approved prior to purchase.

•

7. Professional responsibilities

- as directed, other activities to support the delivery of the Wesley <department name> 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.

8. 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.

Regional Manager. Manager's initials __CM____ Employee's initials _____



Essential skills/knowledge

- Certificate III or IV (or higher) in Community Services, Social Work, Psychology, or a related field
- Excellent verbal and written communication skills, including active listening and the ability to communicate effectively with clients from diverse backgrounds.
- Demonstrated ability to work in a respectful and empathetic manner with vulnerable or at-risk individuals.
- Proficient in Microsoft Office Suite and experience with case management or client record systems.
- Strong organisational skills, with the ability to manage competing priorities and maintain accurate records.
- Understanding of and ability to maintain strict confidentiality and adhere to privacy legislation.
- Demonstrated experience in providing trauma informed care and culturally appropriate practice
- 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.
- Strong attention to detail with a commitment to maintaining data integrity
- Ability to identify client needs and recommend appropriate services or solutions.
- Proactive in addressing challenges and offering solutions in line with the care finder program
- Display emotional maturity and resilience, maintaining professionalism in challenging or stressful situations.
- Ability to work independently and collaboratively
- Successful applicant will need a Working with Children's Check & National Criminal Record Check.

Desirable skills/knowledge

- Experience collecting and analysing data for program evaluation and contributing to the development and improvement of services and programs
- Experience working with clients from culturally and linguistically diverse (CALD) backgrounds, Indigenous communities, or people with disabilities/aged care
- Awareness of community-based services and referral pathways relevant to the role.
- Ability to manage challenging situations or distressed clients calmly and professionally.
- Fluency in a language other than English.
- Up-to-date First Aid and CPR certification.

2025 – Staff Vision, Values & Behaviours

Regional Manager. Manager's initials __CM____ Employee's initials _____



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.

Regional Manager. Manager's initials __CM____ Employee's initials _____



- 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.

Regional Manager. Manager's initials __CM____ Employee's initials _____