Job Description

Position Title	**Care Finder Officer**	
Organisation	Boab Health & Community Services Ltd	
Status of employment	Part Time	
Hours of employment	0.8 FTE (60 hrs per fortnight)	
Reports Directly To	Chief Executive Officer	
Salary	$ 84,125 - $ 90,539 (pro rata) *+ entitlements*	
Location	Broome (with outreach across the West Kimberley as required)	
Entitlements	• Six weeks annual leave (pro-rata) • District allowance • Utilities allowance • Work Life Balance	• Remote-area salary packaging options • Professional development opportunities

About Boab Health

Boab Health and Community Services Ltd is a not-for-profit primary health care organisation servicing the Kimberley region of Western Australia. Services include allied health, mental health, the Integrated Team Care initiative and a range of health promotion programs. Boab Health Services delivers these services from centres in Broome and Kununurra with outreach to the wider communities in the Kimberley. For further information about the services we provide visit our website www.boabhealth.com.au

Position Details

The Care Finder provides specialist, intensive and culturally safe support to older people who experience significant barriers to accessing aged care and other essential supports. Through assertive outreach and relationship-based service navigation, the role supports eligible older people, and their families, carers or kin where appropriate, to engage with My Aged Care, attend assessments, understand available services and maintain connection with care. The role identifies and addresses barriers such as isolation, homelessness, cognitive decline, mental health concerns, family violence, elder abuse, limited informal support, low literacy, digital exclusion or mistrust of services.

Key Responsibilities

Service Delivery & Client Support

- Deliver outreach and intensive, person-centred support to Care Finder clients, maintaining dignity, choice and self-determination.
- Support clients to engage with My Aged Care, including screening, referral, assessment preparation and attendance where appropriate.
- Explain aged care pathways, provider options, fees and service agreements in clear, accessible language and support informed choice and self-determination.
- Identify individual barriers to access and provide practical assistance with forms, information gathering, appointments, communication and service connections.
- Provide warm referrals and supported links to housing, health, mental health, family and domestic violence, legal, financial, social and other community services.
- Maintain regular contact and post-assessment follow-up to support continuity of care, respond to changing needs and reduce disengagement.
- Advocate with and on behalf of clients, with consent, where systems or service barriers are preventing appropriate access.

Stakeholder Engagement

- Build trusting relationships with older people, families, carers and kin, particularly people who may not engage with mainstream service systems without intensive support.
- Work respectfully with Aboriginal Community Controlled organisations, aged care providers, health services and other local partners to strengthen culturally safe referral pathways.
- Participate in relevant community events, outreach activities, networks and Care Finder meetings to engage eligible people and service providers.
- Promote the Care Finder service across the Kimberley and distribute accessible, culturally appropriate information that supports people to navigate the aged care system.

Data, Reporting & Quality

- Ensure accurate and timely data entry into MMEx and completion of the Care Finder Minimum Data Set.
- Contribute to reporting, audits, evaluation activities and continuous quality improvement processes.
- Operate in accordance with Boab policies, Logiqc quality systems, privacy legislation and cultural safety frameworks.

People and Culture

- Contribute to a cohesive, respectful and high-performing team and a positive workplace culture.
- Participate in staff and team meetings, mandatory training and ongoing professional development.
- Work autonomously within the scope of the role while seeking direction and escalating matters when required.
- Perform other reasonable duties consistent with the position, skills and experience, as directed.

Selection Criteria

Essential:

- Relevant qualification and/or significant experience in community services, care coordination, health, aged care or a related field.
- Demonstrated understanding of the Australian aged care system and issues affecting older people, their families and carers.
- Demonstrated experience supporting people experiencing vulnerability, complex needs or multiple barriers to service access.
- Demonstrated high level interpersonal and communication skills (both written and oral) and proven ability to build and maintain relationships.
- Demonstrated organisational and time management skills; including a flexible approach to work, along with the ability to use initiative to work both independently and as part of a team.
- Ability to work independently with agreed objectives, manage competing priorities and contribute effectively within a team.
- Sound digital capability and experience using client management, data or reporting systems.

Desirable:

- Experience working in remote or regional settings.
- Knowledge of Kimberley communities, organisations, referral networks and service systems.
- Experience delivering community information sessions, presentations or outreach activities.

For Further Information, please contact:

Kelly Mackenzie, Chief Executive Officer
Ph: 9192 7888 | Email: kelly.mackenzie@boabhealth.com.au