

POSITION DESCRIPTION – Wellbeing Manager

Position Title:	Wellbeing Manager
Program:	Wellbeing Program (Residential and Support at Home)
Reports to:	Head of Operations
Primary Location:	Outreach
Mode of Employment:	Casual

Care Guidance

We Empower All Families to find the right care for their loved ones.

Care Guidance is an expanding organisation in the health and aged care sector, supporting clients during times of transition, uncertainty, and vulnerability. Our person-centred approach ensures that our clients feel heard, empowered, and understood.

Founded in 2015, Care Guidance was established in response to the lived experiences of families trying to access, source, and finance appropriate aged care for a loved one. We assist older Australians, their families, and caregivers in navigating the complex process of transitioning into aged care.

Care Guidance fulfills its mission to empower families in finding the right care for their loved ones by providing a comprehensive, end-to-end professional service through the **Concierge Service** and the **Wellbeing Program**.

Wellbeing Program

The Wellbeing Program offers comprehensive therapeutic social work services for residents, families, and staff in residential aged care facilities and in their homes. Transitioning into residential aged care is a significant decision that often presents emotional and psychosocial challenges for older adults and their caregivers.

The Wellbeing Program was developed to support older adults, families, and staff during and beyond transition into aged care, and has extended the reach of the services to those older adults remaining at home, aiming to improve mental health outcomes through evidence-based psychosocial assessments, treatment planning, and interventions.

Our social work clinicians offer onsite and in-home counselling and holistic psychosocial

assessments for older adults, addressing mental health concerns and supporting them to cope with the emotional and psychological challenges. Individualised therapeutic interventions are tailored to each resident's and client's needs, promoting enhanced wellbeing. Our team of tertiary-qualified social workers all have a minimum of five years post-graduate experience and possess expertise in mental health, aged care, acute and community health, and palliative care.

We also support families and caregivers, offering guidance and consultation on complex decision-making, enduring powers of attorney, VCAT matters, advance care planning, and palliative/end-of-life support. Advocacy is central to our work, ensuring that residents' and clients' rights and needs are represented and respected. We are dedicated to ensuring that residents' and clients' voices are heard, and their families and facility staff are supported.

Key Responsibilities

- Provide a comprehensive, evidence-based social work service for aged care residents and support at home clients, their families/carers, and staff at an aged care facility.
- Undertake timely and comprehensive holistic bio-psychosocial assessments for referrals received from facility staff, caregivers, older adults (residents) or external agencies.
- Determine appropriate and effective interventions for clients following assessment, including
 - Individualized counselling and focused psychological strategies such as training, taking a holistic approach to address mental, physical, social, and environmental factors.
 - Other evidence-based therapeutic approaches for supporting older adults, such as Reminiscence Therapy, Dignity Therapy and Narrative Therapy.
 - Therapeutic group work, providing opportunities for human connection and support in a group setting.
 - Crisis intervention, mediation and advocacy, with a trauma-informed approach to address immediate needs and ensure safety and quality of life.
 - Facilitation of family meetings and case conferences as appropriate, fostering collaboration and communication among all stakeholders involved in the client's care.
 - Carer support and counselling, recognizing the vital role of caregivers in supporting the wellbeing of older adults.
 - Legal and financial casework or case management as appropriate, addressing practical concerns that may impact on the client's mental health and wellbeing.
 - Referrals to other communities and health services, ensuring access to additional support and resources as needed.

- Liaison and collaboration with key stakeholders, including health professionals, community organizations and family members, to coordinate care and support.
 - Advance care planning and palliative and end-of-life care support, respecting the client's preferences and values regarding their healthcare decisions.
 - Grief and bereavement support.
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- Work collaboratively with key facility staff members (or relevant external providers) to provide regular feedback, offer consultation and support strategies, and contribute to care planning. Attendance at handover or multidisciplinary meetings may also be required.
 - Provide specialist discipline specific knowledge, advice, or guidance to other clinicians to support safe and effective person-centred care.
 - Provide ongoing assessment and review of the wellbeing and safety of clients using evidence-based risk assessment skills and safety plans.
 - Document outcomes of social work assessments and interventions in the facility's clinical software and any documentation template provided by Care Guidance.
 - Maintain accurate program records and statistics in line with Care Guidance's data collection policy.
 - Commit to continual professional development to stay updated on best practices and emerging trends in aged care, social work and mental health.
 - Advocate for the rights and needs of clients within the facility and in interactions with external stakeholders, ensuring their voices are heard and respected.
 - Adhere to professional codes of ethics and standards of practice in all interactions with clients, colleagues, and external partners, maintaining confidentiality and respecting autonomy and diversity.
 - Collaborate with and support other Care Guidance team members in achieving team and community objectives.

Key Selection Criteria

Essential Skills & Experience

- Minimum of 5 years' experience as a social worker in mental health, health, palliative care, and/or service delivery with older adults.

- Proven experience in providing evidence-based psychosocial therapeutic interventions, including focused psychological strategies, that are effective for older adults in residential aged care settings.
 - Strong commitment to supporting and advocating for older adults to maximize their quality of life and improve their mental health and wellbeing.
 - Ability to work independently as the sole social worker within an aged care facility, or within the clients' homes while also seeking supervision, advice, and consultation from the Clinical Supervisor or manager when appropriate.
 - Excellent interpersonal skills and the ability to proactively engage with multiple stakeholders to build rapport and trust, while effectively articulating the role of social work within residential aged care settings.
 - Sound clinical knowledge and skills, with the ability to assess and manage complex psychosocial issues and risk.
 - Genuine interest and passion for achieving positive wellbeing outcomes for older adults and their caregivers'/family members.
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Professional Responsibilities

- Demonstrate well-developed oral and written communication skills.
 - Promptly escalate conflictual or complex clinical issues to the Clinical Supervisor and Head of Operations for advice.
 - Display professionalism and strong interpersonal skills.
 - Recognize personal and professional limitations, and escalate issues as required.
 - Promote understanding, respect, and trust between individuals and groups, prioritizing a collaborative interdisciplinary approach to care.
 - Adhere to discipline-specific guidelines of professional practice.
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Qualifications/Registration Requirements/Checks

- Bachelor of Social Work or Masters Social Work Qualifying (minimum requirements).
 - Membership with AASW.
 - Written evidence of AASW membership eligibility for overseas qualifications.
 - Social Work – Mental Health Accreditation preferred but not essential.
 - Current Police Check
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Working Relationships

Internal working relationships	• Head of Operations • CEO/Director • Wellbeing Managers • Concierge Service Team Members
External working relationships	• Residents/Families/Carers • RACF staff • Support at Home Care Managers • GPs, Geriatricians and other consulting health professionals • External agencies such as OPAN, VCAT, State Trustees