Checklist for a self-assessment against the *Care finder Competency Framework*

Who is this resource for and why?

This resource may be helpful for PHN staff and/or the care finder line manager as an additional resource to inform their existing expertise and knowledge. It is based upon experiences and reflections of Aged Care System Navigators and COTA Australia as part of the Australian Government funded Aged Care System Navigator Trial measure (ACSN).

Operation of the national care finder program is governed by care finder policy documentation, available at Care Finder Policy Guidance.

How to use the Checklist

Care finders are expected to demonstrate knowledge and practice in a range of competencies. This checklist incorporates these competencies into the day-to-day work that staff may undertake. Care finders and line managers can use it to readily determine the level a care finder is operating at. Results can be used to develop staff inductions and staff training. This Checklist should be read in conjunction with the *Care Finder Competency Framework* which further details competencies, skills and tasks. Tier levels are also detailed the Framework.

Assessment

Workers are required to show the 'Why' and the 'How' of undertaking a task.

- In assessing the 'Why' of a practice, the worker must be able to articulate the reasons for undertaking that work practice.
- In assessing the 'How' the worker should be observed undertaking the work practice.

The practice level can be scored as:

- Failed to Demonstrate Competency
- Partially Met Competency
- Met Competency.

Self-Assessment Checklist

Practice	Competency	Demonstrates Knowledge: 'Why'	Demonstrates Practice: 'How'
Tier 1 Care Finder Practice/Tasks			
A	Creates a safe and welcoming environment for clients. In doing so, the care finder communicates in ways that are informed by cultural awareness and sensitivity.		
B	Provides appropriate information and support so that clients exercise and maximise individual choice and control of their care and support needs. Does this in ways that are respectful of clients' diversity and lived experiences.		
C	Explains options and choices available to clients within the aged care system and associated services and responds to individual questions and concerns.		
Tier 2 Care Finder Practice/Tasks			

Practice	Competency	Demonstrates Knowledge: 'Why'	Demonstrates Practice: 'How'
A	Explains the rights, entitlements, and obligations of clients of aged care services (including under the Aged Care Quality Standards) and care finders (as per PHN Performance and Quality Framework).		
B	Interactions with clients are informed by Cultural Safety Principles and Trauma Informed Practices.		
C	Builds respectful relationships with clients, so that clients trust the information and knowledge provided to them and can act on it.		
D	Develops trusting relationships with formal and informal intermediaries.		
E	Listens to presenting narrative/stories and accurately identifies clients' information and service needs. Contextualises individual questions and responses in ways that build and support clients		

Practice	Competency	Demonstrates Knowledge: 'Why'	Demonstrates Practice: 'How'
	confidence and knowledge.		
F	Appreciates clients culture, life experience, and preferences to provide independent, tailored information about accessing and using specific services		
G	Uses resources appropriate to the client's preferences, attributes, and skills (for example, literacy/health literacy) to respond to individual questions.		
H	Reduces structural barriers so that clients can interact effectively with My Aged Care and service providers.		
I	Promotes fair outcomes for clients using a framework of natural justice/procedural fairness to ensure equitable outcomes for clients.		
J	Respects client privacy and ensures personal information is managed consistently with relevant		

Practice	Competency	Demonstrates Knowledge: 'Why'	Demonstrates Practice: 'How'
	principles, legislation, standards, and evidence-based good practice.		
K	Supports clients in contact with Government/Agencies/Providers to achieve the client's desired outcomes.		
L	Helps clients' problem-solving at the individual and system level to support their individual needs, preferences, and cultural expectations.		
M	Maintains a consistent and trusting relationship over an extended time with clients that respects and promotes clients' rights to self-determination and choice.		
N	Advocates for clients, where appropriate and requested (speaking on behalf of the client) to help achieve the clients' desired outcomes/preferences.		

Tier 3 Care Finder Practice/Tasks

Practice	Competency	Demonstrates Knowledge: 'Why'	Demonstrates Practice: 'How'
A	Engages with multiple funded programs (aged care/health/housing) so the clients receive appropriate information and services. Care finder can make referrals on behalf of the client as appropriate.		
B	Provides appropriate information and knowledge required to enable the client to interact effectively with complex systems (knowledge translation).		
C	Initiates trust networks with intermediaries and service providers to enhance referrals to care finder (community development).		
D	Supports and supervises staff as required.		