華人社區服務中心
Chinese Community Social Services Centre Limited
ACN 679 804 927 ABN 95 428 365 701

Job Vacancy

Care Partner – Support at Home Program

About Us

The Chinese Community Social Services Centre Limited (CCSSC) is committed to providing culturally responsive, high-quality community and residential care for elderly members of the Chinese-speaking community in Victoria. We also offer professional welfare services in migrant settlement and support for people with disabilities. Since 1992, we have been dedicated to delivering excellent care while respecting Chinese culture and traditions. We achieve our mission by attracting and retaining the best staff.

About the Role

We are currently seeking a Full-time Care Partner to join our Support at Home team. Based at CCSSC Head Office in Box Hill, and reporting to the Program Manager. As a Care Partner, you will play a key role in supporting older people to remain living safely and independently at home. Managing a diverse caseload, you will work closely with participants, families, care workers, healthcare professionals, and service providers to develop and coordinate tailored care solutions that meet individual goals and needs.

Key Responsibilities

- Manage an allocated caseload, including participant assessments, care planning, budgeting, service coordination, and ongoing case management.
- Develop, implement, and regularly review person-centred care plans and individual budgets.
- Monitor participant wellbeing, identify risks early, and implement proactive interventions and referrals.
- Coordinate services with internal teams, healthcare professionals, families, and external service providers.
- Support participants to access aged care services and community resources that enhance their independence and quality of life.
- Maintain accurate documentation, case notes, reports, and compliance records.
- Participate in service development, quality improvement initiatives, and continuous improvement activities.
- Provide leadership, mentoring, and support to Personal Care Workers as required.

About You

To be successful in this role, you will possess:

Essential Requirements

- Certificate III or IV in Community Services, Ageing Support, Disability, Social Welfare, or a related field; or a tertiary qualification in Social Work, Nursing, Allied Health, or a relevant discipline.
- Professional fluency in English, Cantonese, and Mandarin.

- Demonstrated understanding of the Australian aged care sector, including the Support at Home Program, Aged Care Quality Standards, and relevant legislation.
- Strong interpersonal, communication, problem-solving, and organisational skills.
- Ability to manage competing priorities and work independently while maintaining a high standard of service delivery.
- Intermediate to advanced computer skills, including Microsoft Office and client management systems.
- Current National Police Check.
- Current Australian Driver's Licence and access to a reliable vehicle.

Desirable

- Previous experience in care management or case management within aged care, community services, disability, or health sectors.
- Experience managing participant budgets and coordinating multidisciplinary services.

Why Join Us

- Salary packaging options available to increase take-home pay.
- Supportive and inclusive workplace with opportunities for professional development.
- Work in a culturally rich environment serving the Chinese-Victorian community.
- Make a real difference in the lives of the elderly.

Before starting to work with us, you will need to undertake National Police Check and Banning Order check. Offer of employment is subject to clearance of the Safety Screening process.

How to Apply

Please submit your Resume and Cover Letter outlining your suitability for the role to careers@ccssci.org.au

For a copy of the Position Description, please visit www.ccssc.org.au/join-us/careers.

Applications close on Friday, 20 November 2026.