

The Tsao Foundation strives to help older persons realise opportunities in longevity by being a catalyst for constructive systemic and mindset change. This mission is undertaken through four synergistic core initiatives:

- **Community for Successful Ageing (ComSA)** takes a community-wide approach to forge an integrated system of comprehensive programmes and services with the aim to promote health and wellbeing over the life course, and to enable ageing in place.
- **Hua Mei Centre for Successful Ageing** which enables ageing-in-place by pioneering replicable, community based, integrated health and psychosocial age care service models grounded in person-centered principles
- **Hua Mei Training Academy**, dedicated to capacity building in professional community-based age care, informal and family caregiving, as well as personal development and community action in successful ageing through providing practitioner-driven training, education and consultancy services
- **International Longevity Centre Singapore** which supports policy, practice, advocacy and community development through initiating high impact research and collaborative platforms in population ageing issues and related action

Established in 1993, the Tsao Foundation is a Singapore-registered charity with IPCs (Institutions of a Public Character) and engaged in the global response to longevity.

ComSA is a programme that takes a person-centered, preventive, life course and public health approach to planning for a community, where there is an integrated continuum of health and social services for an age-friendly community. Tsao Foundation aims to make ComSA a replicable model of successful ageing where people can reap the dividends of longevity.

Information & Referral Executive (2-Year Contract)

Reporting to the Manager, Care Management Services (Hua Mei Clinic, ComSA Whampoa), you are responsible to link clients with needed services by identifying their needs, source and link them to the most appropriate services.

Responsibilities

- Attend to and respond to calls, emails and walk-in individuals' inquiries on eldercare services from ComSA Centre
- Provide guidance, recommendation and/or referral to the appropriate community
- Provide information and explain the services and charges of ComSA Centre
- Conduct risk screener by interview inquirers to fully assess their needs and situations when appropriate
- Initiate referral to Primary Clinic, Care Management Services, ComSA activities/courses and outreach events as appropriateresource/service provider in an unbiased and non-judgmental manner
- Assist individuals to link up with the appropriate service providers
- Assist in the ComSA's service application and/or grant application
- Maintain Information and Referral database
- Prepare Monthly Information and Referral (I&R) Report

- Protect client's privacy and confidentiality. Discuss all concerns and reactions only with designated agencies and/or employees
- Provide admin support to the Manager of Care Management Team when needed
- Attend ComSA scheduled and ad-hoc meetings as required

Requirements

- Diploma in Social Services or WSQ in Operations (Level 3)
- Minimum 2 years of relevant working experience
- Working experience in a healthcare or eldercare setting would be an advantage
- Proficient in English (oral and written)
- Strong interviewing, listening and people skills
- Able to communicate in Mandarin and local local dialects such as Cantonese, Hokkien, etc
- Ability to perform Risk Screening and make accurate assessments from sensitive information provided by the inquirer
- Good computer skills, literacy in Microsoft office software
- Basic understanding of services and financial schemes managed by AIC, MSF and CC
- Able to do multi-tasking (e.g. perform searches and data entry while talking with the caller)
- Able to work independently and as a team
- Committed and passionate about engaging the public and elderly

Work Location

300 Whampoa Drive
Whampoa Community Club

Interested applicants, please email your resume, current and expected salaries to:
hr@tsaofoundation.org.

We regret that only shortlisted candidates will be notified.