

Position Description

Position Title	Young Carers Support Coordinator
Salary & Conditions	FamilyCare Enterprise Bargaining Agreement
Classification	<i>(Dependent on qualifications and experience)</i> Social, Community, Home Care and Disability Services Industry Award 2010
Department	Carer Support Services
Position reports to	Program Leader
Performance Review	At six months, then annually thereafter

FamilyCare is one of regional Victoria's largest and most progressive community service organisations, with offices across five Local Government Areas: Greater Shepparton, Mitchell, Murrindindi, Strathbogie and Moira.

FamilyCare is the main provider of child and family services in our region and in addition, we provide support to families of children with disabilities, NDIS Support Coordination and a variety of carer support options.

Vision

Strong families and communities.

Purpose

FamilyCare works with individuals, families and communities to increase wellbeing, build strengths and encourage optimism.

Core Values

The Code of Conduct reflects and supports FamilyCare's core values, which are:



RESPECT

for all people and of their right to reach full potential



EMPOWERMENT

of clients and staff to achieve individual and collective goals



INTEGRITY

actions consistent with beliefs



LEADERSHIP

on issues that impact adversely on individuals, families and community



COMMUNICATION

a commitment to open and ongoing dialogue with all stakeholders



PROFESSIONALISM

in all aspects of our work

Role Summary

The Young Carer Support Coordinator is responsible for managing a case load of young carers. Young carers are people aged 25 years and under who provide unpaid, informal care for a family member or friend with support needs. Young Carer Support Coordinators provide information, referral and advocacy to support young carers and their families to access appropriate support, services and resources.

Carer Support Services:

A carer is someone who provides unpaid care and support to a family member or friend, who is frail aged or has dementia, a disability, mental illness, terminal illness or a chronic health condition. FamilyCare Carer Support Services aim to assist carers through the provision of information, respite, service coordination and other individually focused carer support services. Carer Support Services provides support and services under a number of programs including the newly established Carer Gateway, State funded Support for Carers Program, CHSP and HACC PYP.

Services provided include:

- Provision and coordination of short term respite and support
- Carer support planning
- Carer coaching
- Carer counselling
- In person peer support
- Provision of information regarding service availability and specific health, ageing or disability issues
- Information and linkages with self-help, community support groups or day programs
- Coordination of referral to other services

Key Performance Responsibilities

Service Delivery

1. Conduct thorough needs assessments (incorporating Carers Star) and carer support planning.
2. Provide emotional support, system/sector navigation advice, access to referral pathways, advocacy and outreach as required.
3. Provide access to peer support forums (if appropriate).
4. Provide young carers and their families with expert advice in the development of both long and short-term plans (for example, support plans, emergency plans, future planning).
5. Conduct outreach to schools, local councils, hospitals, organisations and community groups to identify and engage young carers in services and programs.
6. Identify opportunities for collaboration and partnerships.
7. Support parents/guardians and educators to identify and understand the support needs of young carers.
8. Contribute to the development of strategies that engage young carers from diverse communities, including; Aboriginal and Torres Strait Islander, LGBTIQ+, Culturally and Linguistically Diverse, and newly emerging communities.
9. Work as an effective member of the team, with the ability to show initiative and take direction.

Data Collection and Reporting

1. Maintain electronic data collection requirements including the ability to use the OnCall and DC2Vue databases as well as government portals.
2. Maintain specific client administrative requirements including case notes, service authorisations and other elements.
3. Provide internal reports to the Program Leader or Manager when required.

Representation and Advocacy

1. Attend network meetings and other related local forums or meetings.
2. Actively network locally and regionally amongst other service providers to raise awareness and knowledge regarding the role of carers and available Carer Support Services.
3. Attend and actively participate in internal program, team and agency meetings.
4. Identify gaps in services available to young carers and advocate on their behalf as necessary and appropriate.

Community Development and Education

1. Increase community awareness of the caring role and improve access to services through the provision of information, education or advocacy.
2. Conduct or facilitate individual or group education to carers to assist them to maintain their own wellbeing, therefore enhancing their ability to maintain their caring role.
3. Provide specialist consultation to other community agencies and professionals to assist their ability to deliver services to young carers and their families.
4. Prepare or participate in media items associated with the program.
5. Contribute to community engagement and awareness activities that target hard-to-reach young carers.

Quality Improvement and Evaluation

1. Meet occupational health and safety requirements.
2. Ensure that relevant policies and procedures are followed.
3. Participate in regular supervision activities.
4. Identify training needs in consultation with Supervisor and attend professional development as deemed appropriate.
5. Be aware of and meet relevant Quality Management System responsibilities.
6. Participate in relevant evaluation activities.
7. Contribute to policy and process development to ensure best practice approaches are implemented in supporting carers.
8. Be aware of FamilyCare's responsibilities to contribute to children's safety and wellbeing and report any concerns about neglect or abuse to a supervisor or manager.

Key Selection Criteria

Knowledge and Skills

1. Knowledge of the community care sector, including the challenges faced by young carers.
2. Experience in conducting thorough, person-centred assessments and individual support plans in particular for vulnerable young people.
3. Knowledge and application of relevant legislation, policies and guidelines that apply to working with young people.
4. Demonstrated ability to exercise sound judgement, with an appropriate degree of initiative and sensitivity.
5. Relevant experience in community engagement activities and facilitating active participation of young people.
6. Ability to negotiate and advocate with a wide range of health and community support agencies and create and maintain effective partnerships.
7. Knowledge of issues affecting young carers from Indigenous, CALD and LGBTIQ+ backgrounds.
8. Well-developed verbal and written communication skills.
9. Understanding of privacy and confidentiality obligations.

Qualifications

- Tertiary qualifications in either Social Work, Youth Work, Health, Community Services or Welfare, or equivalent discipline or experience.

Safety Screening

All applicants are subject to a National Police History Check.

Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.

A current Employee Working with Children Check (WWCC) card is required.

Current Australian Drivers Licence.

Other Information

Salary packaging offered within prescribed guidelines.

FamilyCare Enterprise Agreement has provision for salary and conditions over and above of SCHADS Award base rates.

All staff and volunteers must abide by a Code of Conduct.

FamilyCare promotes a respectful and safe workplace environment that does not tolerate or excuse any forms of violence including family violence.

FamilyCare is committed to:

- ensuring the safety of children;
- respecting diversity; and
- providing a workplace free from discrimination and harassment.