

Position Description

Position Title	Carer Support Coordinator
Salary & Conditions	FamilyCare Enterprise Bargaining Agreement
Classification	Level 2.3 – 4.4 (<i>Dependent on qualifications and experience</i>) Social, Community, Home Care and Disability Services Industry Award 2010
Department	Carer Support Services
Position reports to	Team 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

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 needs assessments (incorporating Carers Star) to identify the specific needs associated with the caring role.
2. Provide Carer Support Planning and coordinate an appropriate service response including the provision of short-term case management, respite, carer coaching, peer support, counselling and/or referral on to other services as necessary.
3. Provide information, advice and individual support to carers.
4. Assist carers to develop future strategies to manage ongoing respite needs and periods of difficulty.
5. If suitably qualified and experienced and demand requires, provide high quality counselling to carers in line with the Carer Gateway In-Person counselling guidelines.
6. Provision of facilitated carer coaching – a psycho-educational service specifically designed to assist carers to acquire the skills and resilience needed in their caring role.
7. Allocate brokerage funds within approved limits to purchase support services when appropriate.
8. Work as an effective member of the team, with the ability to show initiative and take direction.
9. Participate in phone coverage as required.

Data Collection and Reporting

1. Maintain electronic data collection requirements including ability to use the On Call and DC2Vue databases as well as government portals i.e. My Aged Care.
2. Maintain specific client administrative requirements including case notes, service authorisations and other elements.
3. Provide internal reports to the Team Leader and 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 carers of frail aged people or people with disabilities or mental illness, and to 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 clients and their families or carers.
4. Prepare or participate in media items associated with the program.

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. 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. Understanding of privacy and confidentiality obligations.
2. Understanding of the issues related specifically to the caring role.
3. Experience or knowledge regarding the provision of care to the elderly and/or people with disabilities.
4. Demonstrated high-level engagement and assessment skills.
5. Excellent administration and organisational skills.
6. High level of computer literacy including basic Microsoft Office.
7. Well-developed verbal and written communication skills.
8. Ability to prepare and deliver reports or presentations.
9. Well-developed negotiation and advocacy skills.
10. The ability to work independently and as part of a multidisciplinary team.

Qualifications

- Tertiary qualifications in either Disability, Social Work, Health, Welfare, or Community Services.

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 is required.

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.