

Position Description

Position Title	Carer Coach
Salary & Conditions	FamilyCare Enterprise Bargaining Agreement
Award & Classification	Social, Community, Home Care and Disability Services Industry Award Classification dependent on qualifications and experience
Hours of work	
Department	Carer Support Services
Position reports to	Manager – Carer Support Services
Performance Review	At six months, then annually thereafter

FamilyCare acknowledge the Yorta Yorta Nation, Taungurung, and Wurundjeri Woi Wurrung people as the Traditional Owners of the land and waterways on which we work, live and support community.

We recognise that past, present and emerging Aboriginal and Torres Strait Islanders peoples are the First Nations people of Australia.

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.

FamilyCare is committed to a community free of all forms of family violence. We respect, empower and support victim survivors and work in a culturally sensitive and family centred way. We believe those who choose to use violence should be accountable for their actions. We work in a collaborative way to improve outcomes for victim survivors and their children.

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 Carer Coach role is responsible for the coordination, development, implementation and ongoing delivery of the Facilitated Coaching Program that is part of the Carer Gateway Service. The Facilitated Coaching service is a short-term psychosocial support, which aims to increase the capacity and capabilities of carers. It is a non-therapeutic approach and is not a crisis intervention. The service supports carers by providing them with the skills to identify their own needs and develop strategies to improve their caring situation and overall wellbeing.

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. Work in conjunction with the Team Leader, Carer Support Services to implement the Carer Gateway Facilitated Coaching Service.
2. Support carers by providing them with the skills to identify their own needs and develop strategies to improve their caring situation and overall wellbeing.
3. Identify carers who may be more suited to other services such as counselling or in person peer support and refer appropriately.
4. Deliver Facilitated Coaching Services as per the Carer Gateway Service Provider Operating Manual and in line with the design principles.
5. Conduct other Carer Support tasks such as assessment and planning and peer support if demand requires and as directed by line management.
6. Work as an effective member of the Carer Support Team, with the ability to show initiative and take direction.

Data Collection and Reporting

1. Undertake administrative tasks associated with the Facilitated Coaching program including reports and evaluation of activities.
2. 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.
3. Maintain comprehensive and up to date records and case notes in Client Management System, ensuring that case notes and other information is recorded according to service standards and practice.

4. Provide internal reports to the Program Leader and or Manager when required.

Representation and Advocacy

1. Participate in network meetings and other relevant forums as appropriate and directed by line management.
2. Actively network locally and regionally amongst other service providers to raise awareness and knowledge regarding the role of carers, the available Carer Support Services and in particular, the Facilitated Coaching Program.
3. Attend and actively participate in internal program, team and agency meetings.

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. Provide specialist consultation to other community agencies and professionals to assist their ability to deliver services to clients and their families or carers.
3. Prepare or participate in media items associated with the program.

Quality Improvement and Evaluation

1. Contribute as an effective and professional team member at all times
2. Perform all duties in a safe manner
3. Perform all work with a continuous improvement ethos
4. Understand and abide by all relevant policies and procedures
5. Participate in regular supervision activities.
6. Lead by example and in accordance with FamilyCare's values.
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. Knowledge of the community care sector and service systems.
4. Experience in conducting thorough, person-centred assessments and plans.
5. Demonstrated experience in the daily planning and delivery of support to people in a community services setting.
6. Demonstrated ability to collaborate with clients in an empathetic and respectful way.
7. Ability to foster and maintain relationships with internal and external stakeholders and to relate to and work effectively with a diverse range of individuals and communities.
8. High-level organisational and interpersonal skills, e.g. engagement, negotiation, problem solving.
9. Experience in project planning, management and evaluation.

Qualifications

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

Position Requirements

Satisfactory National Police check	Required
Working with Children Check	Required
NDIS Worker Screen Check	Required/Not required Only required for DSS and NDIS support coordination roles
Valid Victorian Drivers Licence	Required
COVID-19 Vaccination (minimum 2 doses)	Required

Employees 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 on commencement of employment

Employees are required to successfully complete all mandatory competencies in accordance with the Core Competency Training register.

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 employees are bound to work according to the policies and procedures of FamilyCare, the Agreement and Award that provides their terms and conditions of employment and the FamilyCare Code of Conduct.

All employees must to take reasonable care of their own health and safety, as well as that of other people who may be affected by their conduct in the workplace.

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.

INCUMBENT STATEMENT

I, _____ have read, understand and accept the above Position Description

Signed: _____

Date: _____