

Position description

Title of the role:	Carer Coach
Classification:	SCHADS Award Level 4
Schedule:	Schedule B
Program Area:	Carer Gateway Service
Location:	NSW or QLD
Reports to:	Carer Coaching and In-person Peer Support Coordinator
Last revised:	March 2025

About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

Our Values

Honesty:

- We are open and sincere in all interactions
- We show compassion and consideration to all our stakeholders
- We take responsibility for our actions

Acceptance:

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

Participation:

We promote participation and transform lives and communities

We value the expertise and contribution of everyone we work with

We build knowledge and lead conversations

Our approach to service delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

Position Summary

Facilitated coaching is a one-to-one service that is carer led and directed. The coaching service aims to support carers to increase their individual agency, empowering them to find practical, small steps towards self-identified goals. The achievement of taking small steps, one after another, builds momentum, agency and hope. It involves the carer engaging with a coach to assist them to acquire skills and resilience to help them sustain their caring role.

The service duration of facilitated coaching is between one (1) and six (6) sessions and can be conducted face to face, over the phone or over online channels. Over the course of the coaching sessions, the trained Carer Gateway coach will work with the carer to identify their personal goal(s) and to create, implement and maintain an action plan for working towards these goal(s).

Each coaching session focuses on a specific topic that is relevant to the complex life of a carer, and includes information, practical tips, resources, reflection activities and stories from Australian carers. Topics include: *Your Health and Wellbeing; Understanding the Caring Journey; What Makes for Good Support; Understanding Inclusion and Advocacy; Work, Study and Volunteering; Getting your Finances in Order; Everyday Life; and How do you Feel?*

Content for the facilitated coaching sessions aligns with, but not tied to, the online self-guided coaching sessions. There will be areas of cross-over and coaches are encouraged to assist carers to engage with the self-guided sessions, where appropriate. The self-guided sessions may act as reinforcement or extension of the conversations had during facilitated sessions. Coaches may consider working through some of the self-guided session with the carer collaboratively – expanding on particular topics and activities to enhance their discussions.

Coaching is a practical, non-therapeutic service that is not designed as a crisis intervention. It is not counselling. Coaches do not use diagnostic tools or therapeutic interventions. The coaching sessions are conversations about change; what change might look like and how a carer might take steps towards making change.

Key Responsibilities:

Reporting to the Carer Coaching and In-person Peer Support Coordinator, the Carer Gateway Coach will be responsible for:

- Facilitating the program in accordance with training and the Facilitated Coaching Service Guidelines
- Facilitate one-one-one coaching to carers, to achieve the program's required KPI's
- Facilitate group coaching sessions to carers, to achieve the program's required KPI's
- Creating an environment Carers will find welcoming, real and empowering
- Ensure relationships with Carers are positive and are built on Wellways values
- Engaging professionally and positively with key external and internal stakeholders
- Community engagement/ networking and establishing referral pathways
- To work autonomously while also being a supportive and flexible team member

Refer to Attachment 1 for a reference to the overall Wellways organisation structure and for the relationship lines in context of the role.

Responsibilities

Key Deliverables	Key Performance Indicators
Engagement and promotion of programs	<p>Deliver facilitated coaching programs that:</p> <ul style="list-style-type: none"> • support carers to increase their individual agency, empowering them to find practical, small steps towards self-identified goals • Are flexible in delivery method, to accommodate the needs of carers • Build strong connections and partnerships with other services that may support or have contact with carers with shared experiences • Facilitate community engagement and cross-referral pathways/ opportunities
Facilitation/Presentation of Programs	<ul style="list-style-type: none"> • Facilitate Carers Coaching program in accordance with training and the Cares Coaching Service Design and Guidelines • If necessary, encourage and support carers to seek follow up supports with others, and engage positively with key external and internal stakeholders • Be flexible – some appointments may be required outside of normal working hours.
Professional Development	<ul style="list-style-type: none"> • Actively participate in initial training, ongoing mentoring and setting up and maintaining reflective practice structures. • Actively participate in monthly supervision with program Coordinator. • Actively participate in the Wellways Professional Development process. • Actively participate in monthly staff meetings. • Complete all training requested by the program Coordinator.
Administration	<ul style="list-style-type: none"> • Complete all administrative tasks associated with facilitating the program in a timely manner. • Assist with data collection tasks as negotiated
Stakeholder Engagement	<ul style="list-style-type: none"> • Ensure the program reflects the core values of Wellways • Maintain positive relationships with strategic internal and external stakeholders. • Actively engaging with stakeholders and creating referral pathways.

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<ul style="list-style-type: none"> • Qualifications and/or experience working in community services, allied health or carer/family peer positions • Current valid Driver's License • Appropriate IT skills • Satisfactory National Police Records Check (within the last 12 months) • Working with Children's Check (or Blue Card – QLD) • NDIS Worker Screening Check (or Yellow Card – QLD) • Right to Work within Australia • 100 point of Identification • NDIS Worker Orientation Module Certificate <p>Desirable Coaches may come from a range of backgrounds and qualifications. These may include areas such as:</p> <ul style="list-style-type: none"> • coaching / recovery coach • social work • psychology • mental health (e.g. Certificate 4 in Mental Health) • health • education • or allied mental health work.
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Technical Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none"> • 3 years' experience working in the community/human services field (justice, support worker, alcohol and other drugs, aged care, children services etc.) • the ability to empower carers to understand their needs/goals and to make decisions and actions independently • active listening without judgement • high degree of emotional maturity and resilience • understanding of trauma-informed practices • ability to set boundaries and to seek support when needed • ability to foster and maintain a positive and optimistic outlook towards carers. <p>Desirable:</p> <ul style="list-style-type: none"> • Fluency in other languages • experience in professional coaching • ability to articulate and share personal strategies for self-care, safety, and wellbeing • additional languages spoken • level of awareness and empathy that allows coaches to work with carers that may challenge their ethical opinions and values • any other aspects that can support establishing rapport • knowledge of carer services and common support systems such as the NDIS, My Aged Care and the mental health services.
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Skills	Required: <ul style="list-style-type: none"> • Strong verbal and non-verbal communication • Ability to self-reflect and willingness to reflect with peers • Ability to hold strong boundaries • Familiar with, and appreciative of, the complexity of challenges faced by carers • Listening skills that enable active listening to carers' needs • Levels of awareness and empathy that allows effective work with a carer that may challenge own ethical opinions and values • Patient and non-judgmental when listening and exploring carer challenges • Reliable and organised • Strong understanding of SMART goals and how to create them. • Able to use a variety of online meeting platforms • Ability to learn and use client data management systems • Ability to use a variety of Microsoft Office programs.
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Additional Information

1. It is not essential that a coach have a lived experience of a caring role, however, it is essential that coaches are familiar with, and appreciative of the complexity of challenges faced by carers.
2. Coaches are not experts. A coach accompanies a carer, supporting them by offering a reflective space to enable self-empowerment and capacity building.
3. On occasion some out of hours work may be required with this role based on program needs.

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

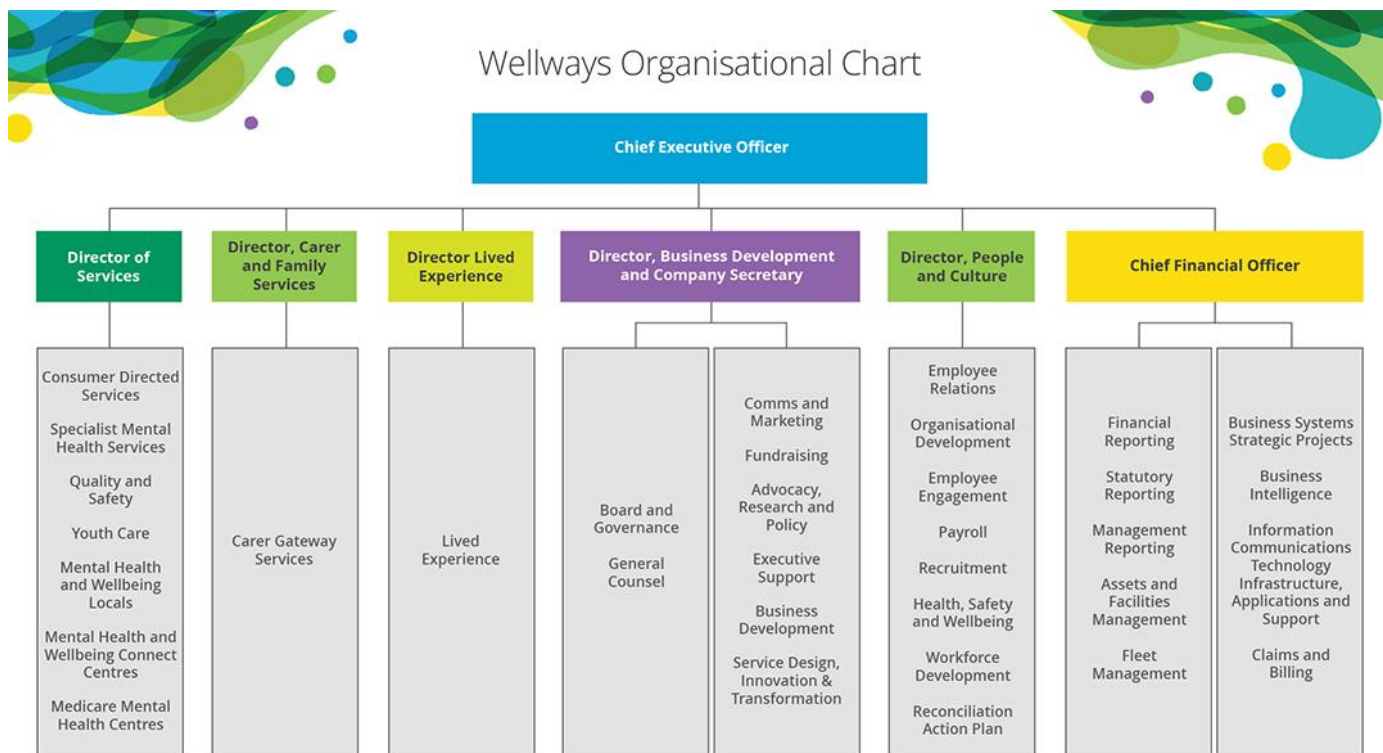
People – Number of Directs: 0

Travel Percentage: As Required

On Call: n/a

Special Requirements: n/a

Attachment 1



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