

| POSITION DESCRIPTION                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |     |
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| <b>Position</b>                                | <b>Team Leader, Peer Support &amp; Coaching</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                     |     |
| <b>Unit</b>                                    | Carer Gateway NSW 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                     |     |
| <b>Reporting to</b>                            | Manager, Carer Support & Planning                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                     |     |
| <b>Location</b>                                | Newcastle or Coffs Harbour                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                     |     |
| <b>Award conditions</b>                        | Social, Community, Home Care and Disability Services Industry Award (SCHADS) Level 6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                     |     |
| <b>Position Statement</b>                      | This position is responsible for overseeing the delivery of In-Person Peer Support and Carer Coaching within the Carer Gateway Service Provider for the NSW 4 service area                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                     |     |
| <b>Police Check Required</b>                   | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>WWCC Required</b>                                                                | Yes |
| <b>Accountabilities &amp; Responsibilities</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                     |     |
| <b>Program Management</b>                      | <ul style="list-style-type: none"> <li>Establish, manage and oversee the activities of the Carer Gateway Service Provider (CGSP) In-Person Peer Support and Carer Coaching teams</li> <li>Ensure that the operation of programs meets the requirements of funding performance agreements and is in line with the Carer Gateway Operating Manual and service guidelines</li> <li>Conducting Peer Support Facilitation and Carer Coaching across the region</li> <li>Evaluate the overall effectiveness of the delivery of In-Person Peer Support and Carer Coaching teams activities</li> <li>Maintain effective data and reporting mechanisms and provide reporting requested by the Executive Management in an accurate and timely manner</li> <li>Work with the Executive Management Team to develop program budgets</li> <li>Ensure that program activities, resources and expenditure are consistent with allocated funding</li> <li>Actively participate in additional projects as required</li> </ul> |                                                                                     |     |
| <b>Supervision</b>                             | <ul style="list-style-type: none"> <li>Coordinate individual work planning and work plan review with all staff in the area of responsibility</li> <li>Monitor the performance of all direct reports on a regular basis and maximise productivity of employees through effective management of time and resources</li> <li>Conduct annual performance reviews and the performance management of staff where necessary</li> <li>Work with staff to develop a professional development plan</li> <li>Provide regular supervision to staff and maintain appropriate records</li> <li>Promote a team environment where working relationships are clearly defined and any difficulties are resolved promptly</li> </ul>                                                                                                                                                                                                                                                                                           |                                                                                     |     |
| <b>Administration</b>                          | <ul style="list-style-type: none"> <li>Responsible for overall management of the administration functions related to In-Person Peer Support and Coaching teams</li> <li>Responsible for working with the HR department to recruit In-Person Peer Support and Coaching teams</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                     |     |

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|                                                 | <ul style="list-style-type: none"> <li>• Work with the HR department to ensure that all requirements in regards to leave, employment and other HR records are completed in a timely manner</li> <li>• Develop protocols and procedures that are in line with Carers NSW policies and procedures</li> <li>• Enter required information accurately on database in accordance with minimum data collection requirements.</li> <li>• Collect data and keep records in accordance with any legislated mandatory reporting and privacy laws.</li> <li>• Regularly review and assess program systems and procedures to identify and implement ongoing quality improvements.</li> <li>• Provide regular reports to the Executive Manager Carer Gateway Operations</li> </ul>               |
| <b>Organisational citizenship and team work</b> | <ul style="list-style-type: none"> <li>• Demonstrate an active, dedicated commitment to the Carers NSW Mission and Vision, and core principles.</li> <li>• Actively seek to understand, communicate and support Carers NSW vision and organisational goals to all stakeholders, internally and externally.</li> <li>• Ensure a high level of confidentiality and integrity, liaise with others in a professional, respectful and constructive manner.</li> <li>• Participate in Carers NSW initiatives, projects and events.</li> <li>• Attend staff meetings and unit meetings.</li> <li>• Support volunteers who assist in the work of the unit.</li> <li>• Assist in cross-unit project activity.</li> <li>• Assist with the general operations of the organisation.</li> </ul> |
| <b>Professional development</b>                 | <ul style="list-style-type: none"> <li>• Attend relevant group seminars and training sessions</li> <li>• Develop individual program for professional development in consultation with Manager, Carer Support &amp; Planning</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Quality Improvement</b>                      | <ul style="list-style-type: none"> <li>• Demonstrates ongoing commitment to the Vision, Mission, Values, Strategic Plan, and Business Plan</li> <li>• Understanding and commitment to continuous improvement processes</li> <li>• Understanding of and compliance with Carers NSW Policies and Procedures</li> <li>• Undertakes quality improvements to ensure policies and processes are best practice for quality outcomes to be achieved</li> <li>• Compliance with all other legislative requirements</li> </ul>                                                                                                                                                                                                                                                               |
| <b>Diversity &amp; Inclusion</b>                | <ul style="list-style-type: none"> <li>• Has the capacity and understanding to work with and support diverse populations</li> <li>• Recognises the rights of others and respects difference in all its forms</li> <li>• Is committed to social justice and social inclusion</li> <li>• Values diversity as a strength and positively utilises diversity</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Work Health and Safety</b>                   | <ul style="list-style-type: none"> <li>• Understanding and compliance with all relevant WHS legislation</li> <li>• Take reasonable care to protect your health and safety and the health and safety of others.</li> <li>• Report all safety hazards, incidents, near misses and injuries</li> <li>• Maintain a clean and orderly work area</li> <li>• Actively participate in safety improvement activities</li> </ul>                                                                                                                                                                                                                                                                                                                                                             |
| <b>Selection Criteria</b>                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Essential qualities</b>                      | <ul style="list-style-type: none"> <li>• Tertiary qualifications in Community or Aged Care, Social Work, Psychology or other relevant discipline.</li> <li>• Demonstrated high level of skills and experience in leadership and management of teams.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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|                            | <ul style="list-style-type: none"> <li>• Strong task delegation skills.</li> <li>• Extensive knowledge in development, implementation and evaluation of direct service delivery programs</li> <li>• Strong strategic and operational problem solving skills</li> <li>• Demonstrated experience in relationship development and management with stakeholders, peak bodies and government organisations</li> <li>• Excellent communication and organisational skills, coupled with highly developed computer literacy skills</li> <li>• Current NSW drivers licence and the capacity to work across regional offices</li> </ul> |
| <b>Desirable Qualities</b> | <ul style="list-style-type: none"> <li>• Relevant qualification minimum Certificate IV in Assessment and Workplace Training or TAA04 Cert IV Training and Assessment</li> <li>• Previous experience in the not-for-profit sector.</li> <li>• Experience working with senior and executive management teams</li> <li>• Experience in managing budgets.</li> <li>• Understanding of and commitment to carer issues and needs.</li> </ul>                                                                                                                                                                                        |

**I have read and understand the requirements of this role as described in this document**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date