

POSITION DESCRIPTION			
Position	Team Leader, Carer Gateway Outreach		
Unit	Carer Gateway NSW 4		
Reporting to	Manager, Carer Support & Planning		
Location	Newcastle or Coffs Harbour		
Award conditions	Social, Community, Home Care and Disability Services Industry Award (SCHADS) Level 6		
Position Statement	This position is responsible for overseeing the delivery of Young Carer awareness raising and support for young carers (Young Carer Support Workers), and ageing carers (Community Connector Project Officers) service mapping and outreach services within the Carer Gateway Service Provider for the NSW 4 service area.		
Police Check Required	Yes	WWCC Required	Yes
Accountabilities & Responsibilities			
Program Management	<ul style="list-style-type: none"> Establish, manage and oversee the activities of the Young Carer and Community Connector Support Workers located in Coffs Harbour, Newcastle and Moree, the Coordinator, Service Mapping, and outreach services within the Carer Gateway Service Provider for the NSW 4 service area 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 Evaluate the overall effectiveness of the delivery of awareness raising and support for young carers (Young Carer Support Workers), and ageing carers (Community Connector Project Officers) service mapping and outreach services Maintain effective data and reporting mechanisms and provide reporting requested by the Executive Management in an accurate and timely manner Work with the Executive Management Team to develop program budgets Ensure that program activities, resources and expenditure are consistent with allocated funding Actively participate in additional projects as required 		
Supervision	<ul style="list-style-type: none"> Coordinate individual work planning and work plan review with all staff in the area of responsibility Monitor the performance of all direct reports on a regular basis and maximise productivity of employees through effective management of time and resources Conduct annual performance reviews and the performance management of staff where necessary Work with staff to develop a professional development plan Provide regular supervision to staff and maintain appropriate records Promote a team environment where working relationships are clearly defined and any difficulties are resolved promptly 		

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

Selection Criteria	
Essential qualities	<ul style="list-style-type: none"> • Tertiary qualifications in Community or Aged Care, Social Work, Psychology or other relevant discipline. • Demonstrated high level of skills and experience in leadership and management of teams. • Strong task delegation skills. • Understanding of, and commitment to, young carer needs. • Demonstrated experience in community engagement or development, ideally gained across a culturally diverse group or a geographically diverse area. • Extensive knowledge and understanding of the aged care/disability service system including the local network of services available in the region • Current NSW drivers licence and the capacity to travel widely across the region and from time to time to other regions • Knowledge of social and demographic features, common challenges and geography of part or all of the region (Central Coast, Hunter New England and North Coast) • Strong strategic and operational problem solving skills • Excellent communication and organisational skills, coupled with highly developed computer literacy skills
Desirable Qualities	<ul style="list-style-type: none"> • Previous experience in the not-for-profit sector. • Experience working with senior and executive management teams • Experience in managing budgets. • Understanding of and commitment to carer issues and needs.

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

Employee Signature

Date