

POSITION DESCRIPTION

Position title:	Carer Support Advisor
Function:	Carer Services
Classification	Level 4
Location:	Carers Victoria Head Office - Footscray
Reports to (job title):	Practice Leader

Key purpose statement
<p>Carers Victoria is a for-purpose organisation with a mixed core funding base mostly provided by the Victorian and Australian Governments. The organisation works closely with Carers Australia and the network of Carer Associations in each state and territory to improve the lives of carers throughout Australia.</p> <p>Our Vision</p> <p>An Australia that values and supports all carers.</p> <p>Our Purpose</p> <p>We work to ensure that caring is a shared responsibility of family, community and government. We want to support carers better; we want to make carers' lives better.</p> <p>Our Values</p> <p>Respect and Dignity; Honesty and Confidentiality; Empathy and Compassion; Equity and Diversity; Integrity and Accountability; Courage and Fortitude</p> <p>Carer Services – Purpose</p> <p>The Carer Services function drives the management and delivery of all funded carer service contracts, as well as the innovation and embedding of new models of practice that deliver demonstrable carer support outcomes. Function includes:</p> <ul style="list-style-type: none">• Manage the Carer Support Advisory, Counselling and Carer Operations teams.• Align carer support and counselling to deliver on strategic carer-facing outcomes.
Position Context - Purpose and Objectives
<p>The Carer Support Advisor provides emotional support, system/sector navigation, information, advice and access/referrals to services for caring families. As caring families navigate all service sectors, Carer Support Workers are required to develop and operate with a high level of knowledge of multi-disciplinary sectors. A Carer Support Advisor undertakes a thorough needs assessment that guides the development of a detailed and individualised support plan. A Carer Support Advisor will have a caseload and may broker services, provide emergency service solutions, provide advocacy and emotional support, refer to external and internal services. They provide a holistic, person-centred service that takes into account all aspects of the carer's life.</p> <p>Carer Support Advisors are also responsible for developing, planning and participating in carer support programs including establishing peer support groups and information and educative programs.</p> <p>Carer Support Advisor improve our service proposition by:</p> <ul style="list-style-type: none">• Capturing unmet demand (for services) as presented by caring families to support people's quality of life, physical and psychological wellbeing, social activity and or social connections• Taking part in service development opportunities and promoting Carers Victoria via presentations, expos and networks• Assisting in the coordination of promotion and awareness raising activities across the organisation and to external service providers

OUTPUT AND ACCOUNTABILITIES

Area of responsibility		Key elements (including but not limited to)
1.	Carer Support	<ul style="list-style-type: none"> • Provide emotional support, information and multi-disciplinary advice to caring families in the community. • Provide person centred care to families, taking into account intersectionality • Participate in an intake roster and conduct comprehensive needs assessments, triaging supports for caring families as appropriate • Conduct risk assessments and safety plans with carers who may identify concerns around suicidality, relinquishment of caring role, family violence or elder abuse. • Manage a case load of carers based on FTE capacity and complexity, meeting identified Key Performance Indicators (KPIs) to achieve outcomes within set timeframes. • Communicate areas of concern with meeting KPIs to Practice Leaders in a timely manner. • Participate in case reviews for peer development and continuous improvement of service delivery. • Working with caring families in immediate need and ongoing within the specified length of engagement period. • Comply and complete all mandatory reporting requirements internally and externally to the appropriate statutory bodies. • Conduct home visits onsite, and offsite meetings with carers in order to conduct a holistic assessment and support plan using strength based, capacity building practices. • Assist caring families to access appropriate supports after completing a detailed needs assessment and making referrals to internal and/or external services. • Support the carer with navigating the relevant service system of supports for people with disabilities, aged related support needs, mental health supports, chronic health conditions and young carer supports. • Support existing carer support groups and encourage the development of new carer initiatives. • Develop, promote and facilitate carer peer support groups, including connecting carers, providing opportunities for social support, respite and resourcing. • Facilitate/participate in carer events, workshops, psycho-social education sessions, carer wellbeing. • Purchase of goods and services through the use of brokerage in accordance with the Brokerage Guidelines.
2.	Carer Support Plans	<ul style="list-style-type: none"> • Undertake a needs assessment (incorporating the Carers Star) to understand a carer's aims, caring responsibilities, living circumstances, support network and general relationship with the person they care for. • Identify the types of supports/services that will benefit the carer, in line with their needs, as assessed. Using strength based principles, guide the carer in developing an individualised action plan to document the carer's goals and the actions that will be undertaken (by the carer and others) to support them Monitor and evaluate the achievement of carer goals, assisting carers to develop their health and well-being and navigate service systems. Assist with respite support (service instructions) and validity of support plans in consultation with the carer. Make changes to services and plans as appropriate.
3.	Information and mandatory reporting	<ul style="list-style-type: none"> • Document all client interactions with professional case notes in clear, concise, objective and factual information, following legal and statutory requirements, in the organisations client management system. • Follow mandatory reporting procedures for all reports or concerns regarding child safety, family violence, abuse, neglect and client risk.

		<ul style="list-style-type: none"> • Provide reports on progress of program activities as required
4.	Networking and Presentations	<ul style="list-style-type: none"> • Develop and deliver presentations at information sessions for service practitioners and caring families. • Contribute to planning and service development through data collection and recording and needs and issue identification. • Participate in relevant and ongoing regional and state networks and committees to represent carer issues and concerns. • Participate on key networks and advisory committees to promote and raise awareness of caring families and the services of Carers Victoria. • Capture and record unmet demand (for services) as presented by carers. • Contribute to the development of resourcing program materials. • Upload information onto websites as required. • Embed inclusive practice principles when planning and delivering all events/projects
5.	Professional Development	<ul style="list-style-type: none"> • Participate in scheduled supervision. • Attend and participate positively in team and other meetings as required. • Assist in cross-team project activity and working groups. • Undertake relevant training and professional development, including mandatory training.
6.	Occupational Health & Safety, Quality and Continuous Improvement	<ul style="list-style-type: none"> • Comply with requirements of the Occupational Health and Safety Act and all reasonable directives given in relation to health and safety at work, to ensure compliance with Carers Victoria and legislative health and safety requirements. • Provide a positive contribution towards achieving a culturally safe workplace. • Demonstrate commitment to and participate in team quality activities to ensure compliance with Carers Victoria quality accreditation and continuous improvement procedures.

ORGANISATIONAL RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> • Carers Victoria staff including the Senior Leadership Team • Volunteers • Students 	<ul style="list-style-type: none"> • Carers and care recipients • Service providers • Government departments

KEY SELECTION CRITERIA

Parameter	Skills and experience required
Qualifications and other requirements:	Essential: <ul style="list-style-type: none"> • Relevant tertiary qualifications. For example, Social Work, Counselling, Psychology and Community Development. • Current Drivers Licence. • Current National Police Records Check. • Current Working with Children Check. • Disability Worker Exclusion Scheme Check.
Knowledge, skills and experience:	Essential: <ul style="list-style-type: none"> • Understanding of the role, needs and concerns of carers and a commitment to their rights and entitlements. • Knowledge of and commitment to family sensitive practice and strength-based approaches • Knowledge of community care and current funding systems, issues and trends in one or more sectors, including the aged care, disability, mental health and/youth sectors • Capacity to navigate a broad range of sectors

	<ul style="list-style-type: none"> • Demonstrated ability to establish priorities and monitor work-flow within areas of responsibility • Demonstrated ability to efficiently work in a team environment. • Demonstrated ability to work with a degree of autonomy • Competent in using the Microsoft office suite and preferred experience with use of a client database. • High level communication and negotiation skills. • Demonstrated initiative in developing individual support solutions for clients. • High level skills in carer advocacy. • Provide expert advice to employees at lower levels, new staff commencing and volunteers • Planning and organisational ability, including the ability to institute and maintain orderly systems and efficiently plan workload. • Ability to work productively and positively in a diverse service delivery system. • At least one year work experience in the community service sector working with carers and families. • A proven track record of excellent work advocating for carers and families. • Experience with consumer directed care and demonstrating the effectiveness of services is preferred. <p>Desirable:</p> <ul style="list-style-type: none"> • Ability to speak a second language.
Personal attributes and behaviours:	<p>Essential:</p> <ul style="list-style-type: none"> • <u>Customer/Carer focus</u> - dedicated to identifying and meeting stakeholder and/caring family's needs; responds to caring family's needs with a sense of urgency; listens to and understands the needs of the service recipient and responds accordingly; presents a supportive, helpful manner with customers and stakeholders; contributes to team/organisation tasks or projects to get results for stakeholders and caring families • <u>Teamwork and collaboration</u> - Considers others viewpoints, puts team first and demonstrates respect for all individuals; participates in team meetings, projects and activities; contributes to a friendly, supportive work environment by developing effective working relationships; uses collaboration in problem-solving as appropriate; shares information, knowledge and resources and helps others. • <u>Communication</u> - Can communicate effectively in written and verbal form; uses active listening skills internally and externally; can have open discussions; resolves conflict effectively. • <u>Effectiveness/results</u> - Establishes priorities and acts accordingly; identifies alternatives and makes sound judgments; proactively identifies problems and develops solutions; avoids duplication, works efficiently and effectively; maintains a clear focus on outcomes and measurable results rather than activity or process; is well organised and seeks to improve the efficiency and effectiveness of the work unit; has effective task management skills. • Demonstrated skills and ability to implement inclusive practice principles when planning and delivering work across diverse communities, including LGBTIQ+ communities, Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse communities. • Ensure workforce interactions with carers are kind, caring and respectful of each person's identity, culture and diversity. • Understanding of Child Safety Legislation and a commitment to child safety practice.

Carers Victoria is an equal opportunity employer and welcomes people from culturally diverse backgrounds, linguistically diverse people, Aboriginal and/or Torres Strait Islander peoples, members of the LGBTIQ+ communities and people with disabilities.

Carers Victoria is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. We draw pride and strength from our diversity and actively foster an inclusive workplace that celebrates the contribution made by all our people. Carers Victoria is also committed to protecting the best interests and safety of children and vulnerable people.

VERSION CONTROL

Created by:	Human Resources
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