



## Position Description

<b>Position Title:</b>	Carer Support Coordinator
<b>Salary &amp; Conditions:</b>	FamilyCare Enterprise Bargaining Agreement
<b>Department:</b>	Carer Support Services
<b>Direct Report To:</b>	Program Leader – Carer Support Services
<b>Responsible For:</b>	Provision of Carer Services to eligible clients
<b>Performance Review:</b>	At three months, then annually thereafter.

### **FamilyCare Vision**

Strong, resilient families and communities.

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's activities include child and family services, men's services, carer and disability support programs and community development.

## Key Selection Criteria

### 1. Qualifications

#### Essential

- Tertiary qualifications in either Disability, Social Work, Health, Welfare, Community Services or Development.

### 2. Skills, Knowledge and Experience

#### Essential

- Understanding of privacy and confidentiality obligations.
- Understanding of the issues related specifically to the caring role.
- Experience or knowledge regarding the provision of care to the elderly and/or people with disabilities.
- High level engagement and assessment skills.
- Excellent administration and organisational skills.
- Computer literacy including basic Microsoft Office.
- Well-developed verbal and written communication skills.

#### Desirable

- Ability to prepare and deliver reports or presentations.
- Knowledge of the community service environment.
- Well-developed negotiation and advocacy skills.
- The ability to work independently and as part of a multidisciplinary team.

### **3. Carer Support Coordinator – Information**

#### Aim of Service

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 – Regional Delivery Partner, 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.

### **4. Key Performance Responsibilities**

#### **4.1 Service Delivery**

- Conduct needs assessments (incorporating Carers Star) to identify the specific needs associated with the caring role.
- Provide Carer Support Planning and coordinate an appropriate service response including the provision of short term case management, respite, carer coaching, peer support, counselling and/or referral on to other services as necessary.
- Provide information, advice and individual support to carers.
- Assist carers to develop future strategies to manage ongoing respite needs and periods of difficulty.
- If suitably qualified and experienced and demand requires, provide high quality counselling to carers in line with the Carer Gateway In-Person counselling guidelines.
- Provision of facilitated carer coaching – a psycho-educational service specifically designed to assist carers to acquire the skills and resilience needed in their caring role.
- Allocate brokerage funds within approved limits to purchase support services when appropriate.
- Work as an effective member of the team, with the ability to show initiative and take direction.
- Participate in phone coverage as required.

## **4.2 Data Collection and Reporting**

- 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.
- Maintain specific client administrative requirements including case notes, service authorisations and other elements.
- Provide internal reports to the Program Leader and or Practice Manager when required.

## **4.3 Representation and Advocacy**

- Attend network meetings and other related local forums or meetings.
- Actively network locally and regionally amongst other service providers to raise awareness and knowledge regarding the role of carers and available Carer Support Services.
- Attend and actively participate in internal program, team and agency meetings.
- Identify gaps in services available to carers of frail aged people or people with disabilities or mental illness, and to advocate on their behalf as necessary and appropriate.

## **4.4 Community Development and Education**

- Increase community awareness of the caring role and improve access to services through the provision of information, education or advocacy.
- Conduct or facilitate individual or group education to carers to assist them to maintain their own wellbeing, therefore enhancing their ability to maintain their caring role.
- Provide specialist consultation to other community agencies and professionals to assist their ability to deliver services to clients and their families or carers.
- Prepare or participate in media items associated with the program.

## **4.5 Quality Improvement and Evaluation**

- Meet occupational health and safety requirements.
- Ensure that relevant policies and procedures are followed.
- Actively participate in regular supervision activities.
- Identify training needs in consultation with Supervisor and attend professional development as deemed appropriate.
- Be aware of and meet relevant Quality Management System responsibilities.
- Participate in relevant evaluation activities.
- 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.

## **5. Current and Valid checks:**

- Drivers Licence.
- Police Check.
- International police check when applicable.
- Working with Children Check.
- Disability Worker Exclusion Scheme.

## **6. Other Information**

- Salary packaging is offered within prescribed guidelines.
- All staff and volunteers must abide by a Code of Conduct.
- FamilyCare is committed to:
  - Ensuring the safety of children.
  - Respecting diversity and
  - Providing a workplace free from discrimination and harassment.