

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>FAMILY SUPPORT CONSULTANT</b>		
<b>Industrial Instrument:</b>	Eastern Palliative Care Association Incorporated Allied Health Employees Enterprise Agreement 2020	<b>Department:</b>	Allied Health
<b>Responsible To:</b>	Manager-Allied Health and Volunteers	<b>Hours of Duty:</b>	As per contract
<b>Performance Appraisal:</b>	Regularly during the first six months and then annually at the anniversary of commencement		<b>Page 1 of 4</b>

*Eastern Palliative Care Assoc. Inc. (EPC) delivers home-based care services to the eastern region of the Greater Melbourne area.*

*All staff and volunteers of EPC must demonstrate a commitment to our Code of Ethics, Code of Conduct and a willingness to work within the organisational Vision, Mission and Values.*

**Our Mission:** *EPC is privileged to care for and accompany the dying person and their caregivers in the final phase of life, upholding their dignity and respecting their spiritual, physical, emotional, cultural and social needs. Our care continues in the bereavement services that we offer caregivers and families.*

**Our Values:**

**Compassion** – *includes sympathy for others in their suffering, listening, accepting and actively responding to their needs*

**Dignity** – *upholding the unique personality, situation and choices of others, valuing their lives in the face of death and respecting their rights*

**Excellence** – *striving to do our best for those in our care and to give leadership through quality care, ethical practice, research and innovation*

**Partnering** – *vesting control in the client while joining with others to give continuous care*

**Equity and Access:** *EPC is committed to equal opportunity, social justice, cultural diversity and social inclusion in community based palliative care. We recognise the value of diversity amongst staff and clients and we aim to create an inclusive work and health care environment free from discrimination and harassment. We also respect that different cultures, rights and practices exist within the community.*

### FAMILY SUPPORT CONSULTANT

**Family Support Consultant:** *Reporting to the Manager-Allied Health & Volunteers, the Family Support Consultant will provide clinical leadership, case-load supervision and mentoring to Family Support Workers within the team. The role includes the provision of psycho-social support, spiritual and pastoral care to clients and their carers within an interdisciplinary team model. Additionally, the Family Support Consultant will provide supervision to Allied Health Therapists.*

### Essential Education Qualifications/Competencies:

- Tertiary Qualification within the field of Social Work, Psychology, or Theology with two completed units of Clinical Pastoral Education
- Eligibility for membership of or registration to relevant professional bodies (see Appendix 1)
- Previous experience in a leadership position which included the provision of clinical supervision
- Knowledge of current loss, grief and bereavement theory and practice
- Well-developed interpersonal and written communication skills
- Competency with common computer applications
- Previous experience in Palliative Care or community health setting
  - Current Victorian driver's licence, good driving record and willingness to use own vehicle in line with EPC Process Map 1761 – Motor Vehicle Use Of.

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### Desirable Qualifications/Competencies:

- Previous experience working with issues associated with death and dying
- Experience with providing mentoring and guidance to colleagues
- Competent oral and written communication skills, report writing and presentation skills

### Key Results Areas:

1. Demonstrates a commitment to quality, continuous improvement, occupational health and safety and risk management.
2. Provides leadership, clinical supervision and expertise within the allied health team.
3. Demonstrated ability to mentor and provide education to staff contributing to individual development.
4. Demonstrated ability to foster a best practice approach in clinical care.
5. Demonstrated ability to coordinate staff in a team setting.

<b>Key Result Area 1</b>	<b>Demonstrates a commitment to quality, continuous improvement, occupational health and safety and risk management</b>
<b>Key Result Indicators</b>	<ol style="list-style-type: none"> <li>1.1 Take responsibility for own health and safety and that of others who may be affected by workplace conduct.</li> <li>1.2 Ensure that all hazardous conditions, injuries and near misses are reported immediately to the Quality Coordinator.</li> <li>1.3 Participate in meetings, training and other health and safety activities as deemed necessary by Eastern Palliative Care.</li> <li>1.4 Demonstrated ability to foster and collaborate in the development and achievement of best practice and quality processes.</li> </ol>
<b>Key Result Area 2</b>	<b>Provides leadership, clinical supervision and expertise within the allied health team</b>
<b>Key Result Indicators</b>	<ol style="list-style-type: none"> <li>2.1 Coordinates the Family Support Worker and Music Therapy Forum.</li> <li>2.2 Coordinates student placements within the team in consultation with Manager-Allied Health &amp; Volunteers and Manager, Human Resources &amp; Communications.</li> <li>2.3 Works collaboratively with Manager-Allied Health &amp; Volunteers and Manager, Human Resources &amp; Communications in the development and assessment of standardised competencies for the Family Support Worker Team.</li> <li>2.4 Acts as an advocate, where appropriate, for clients, families and team members.</li> </ol>

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	<p>2.5 Facilitates a problem solving approach to client care within the interdisciplinary team.</p> <p>2.6 Contributes and provides leadership in the achievement of organisational objectives, including the development of new service initiatives and on-going service development.</p> <p>2.7 Demonstrates ability to respond to other team members' need for emotional support, debriefing and feedback on an informal basis.</p> <p>2.8 Prioritises and allocates new referrals for assessment within accepted timeframes and monitors individual Family Support Worker caseloads.</p> <p>2.9 Provides supervision to Family Support Workers, Massage and Music Therapists in line with organisational policy and processes.</p> <p>2.10 Provides bereavement support to identified clients as per EPC bereavement program.</p>
<b>Key Result Area 3</b>	<b>Demonstrated ability to mentor and provide education to staff contributing to individual development</b>
<b>Key Result Indicators</b>	<p>3.1 Participates in the orientation of new team members.</p> <p>3.2 Acts as a mentor to team members.</p> <p>3.3 Facilitates and supports new team members in their problem solving and decision making abilities.</p> <p>3.4 Facilitates individual development by working with team members in assessment and care planning of complex client related issues.</p> <p>3.5 Encourages active pursuit of professional development within the team.</p> <p>3.6 Demonstrates active pursuit of personal professional development.</p> <p>3.7 Supervises tertiary students as delegated by the Manager-Allied Health &amp; Volunteers.</p>
<b>Key Result Area 4</b>	<b>Demonstrated ability to foster a best practice approach in clinical care</b>
<b>Key Result Indicators</b>	<p>4.1 Regularly participates in client review meetings and team days to address practice issues.</p> <p>4.2 Acts as a role model by working with staff in the provision of care.</p> <p>4.3 Fosters a team approach to achieve standardised clinical best practice.</p> <p>4.4 Participates in opportunities for research projects as appropriate.</p> <p>4.5 Demonstrated expertise in working as an independent practitioner.</p> <p>4.6 Exhibits a high level of skill in communication, problem solving and decision making with external stakeholders.</p>

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<b>Key Result Area 5</b>	<b>Demonstrated ability to coordinate staff in a team setting</b>
<b>Key Result Indicators</b>	<p>5.1 Demonstrate the skills and behaviours required for the leadership and development of the team.</p> <p>5.2 Undertake a performance management system for team members which includes supervision and annual appraisals.</p> <p>5.3 Exhibit high level skills in communication, problem solving and decision making.</p> <p>5.4 Works with Manager, Human Resources &amp; Communications to ensure that there are sound human resource and industrial relations practices.</p> <p>5.5 Ability to coach and support staff through operational and change initiatives.</p> <p>5.6 Ensures that all practices are aligned with the mission and values of the organization.</p>

### Appendix 1.

Eligibility for membership or registration with relevant professional bodies, as follows respectively:

- Australian Association of Social Workers (AASW)
- Psychologists Registration Board of Victoria (registered as a psychologist)
- Spiritual Care Australia (SCA) [www.spiritualcareaustralia.org.au](http://www.spiritualcareaustralia.org.au). This is the Professional Association for Spiritual Care practitioners.
- Association for Supervised and Clinical Pastoral Education in Victoria (ASACPEV) [www.asacpev.org.au](http://www.asacpev.org.au)
- Australian Psychological Society (APS)

<b>Agreement:</b>	<b>I have read, understood and agree to comply with this job description.</b>	
	<b>Name:</b>	
	<b>Signature:</b>	
	<b>Date:</b>	

**Date Reviewed: July 2020**  
**Industrial Instrument Updated: February 2021**