

Vocational Coach Coordinator – Your Caring Way

Location: Lutwyche

Carers Queensland provides a range of support services to caring families and people with disability and aims to make life better by connecting and enriching the lives of people in our community.

The person who is successful in this position needs to share the values of Carers Queensland and fulfil all legal and statutory requirements associated with this role. These values and their associated behaviours are listed at the end of this document.

The Your Caring Way Program is a Federally funded pilot program being delivered by Carers Queensland. The program delivers vocational coaching services to Carers within Queensland, South Australia and Tasmania.

The person who is successful in this position needs to share the values and philosophies of Carers Queensland and fulfil all legal and statutory requirements associated with this role.

Vocational Coach Coordinator	
Reports to	Your Caring Way Program Manager
Direct reports	Currently 4 vocational coaches
Indirect reports	Nil
Hours of employment	Full time
Contract length	From commencement until 31 December 2022
Salary Award Level	CSW6.1 - \$93,012.17 per annum – full time equivalent per annum - (currently \$46.91 per hour) <u>plus Superannuation</u> under the Social Community Home Care and Disability Services Award 2010 as amended

1. About Your Caring Way

Unpaid family carers of family or friends who are frail, aged, have a chronic illness or disability play an invaluable role in providing help and support to the people in their care. As a result of these responsibilities, they also face a number of barriers to securing paid employment (full time and part time), volunteer work and/or training.

Improving Carer opportunities to participate in employment and training is expected to lead to a number of benefits for the families and Carers of people with a disability, including greater financial security, reduced social isolation, and higher levels of self-esteem. More broadly, improved employment and training outcomes for Carers will contribute to long-term economic benefits for Australia through increased labour-force participation and reduced costs of carer income supports.

The Your Caring Way program plays an important role within our organisation, helping us to deliver on our mission to support Carers and improve their quality of life by providing an integrated service model that enables individualised planning and coaching, accredited and non-accredited training and support, leading to suitable and sustainable employment and/or other vocational opportunities.

Our end-to-end vocational coaching program has been designed with the aim to support short and long-term client-centred outcomes and measurable social and economic benefits.

2. About the Position

This role will support the Your Caring Way program by ensuring high quality vocational coaching sessions are conducted by the coaching team to achieve the successful outcomes of the Your Caring Way program.

The Vocational Coach Coordinator provides training, coordination, support and performance management for our team of vocational coaches.

In addition to supporting the vocational coaching team, the Vocational Coach Coordinator will also manage a smaller caseload of clients and will provide vocational coaching services to Carers. This will include conducting Vocational Needs Assessments, developing an individualised vocational plan, establishing linkages and referrals to other community supports needed, providing support with goal achievement and overcoming barriers, monitoring of vocational milestones and individual progress, and working with the Placement Officer role to support matching of placement and employment activities.

To be successful in this role you will be highly skilled in communication, assessment and general motivational coaching/counselling methodologies. You will be a strong leader, with a demonstrated ability to show initiative and professionally and ethically represent Carers Queensland.

You will also be a flexible, outcome-focused individual possessing a 'can-do' attitude. You must be able to demonstrate efficient and effective strategies to positively assist clients in overcoming severe and/or multiple non-vocational barriers to employment and/or training.

3. Main Activities

- Provide leadership and management support to the Vocational Coaches across multiple locations.
- Develop and maintain vocational coaching appointment schedules/calendars across multiple sites for all vocational coaches.
- Monitor adherence to the Your Caring Way Process Manual
- Develop, maintain and monitor the implementation of the Vocational Coaching Framework and established coaching methodology procedure/s.
- Coordinate external supervision for vocational coaching staff.
- Complete an individualised Vocational Needs Assessment using Carers Queensland's established methodology and approach.
- Assist with referring Carer for training with internal RTO and/or refer to external RTO's or training/vocational service organisations to deliver the vocational services required.
- Schedule touch points with the Carer to ensure continuity of planning, coaching, referrals and supports, monitoring of milestones, support achievement program retention, solicit data to inform progress and outcomes reporting and evaluation, and provide work placement/ employment transition support.
- Work with the Placement Officer to support appropriate matching of individual Carers with targeted host employers to support best-fit and planned vocational outcomes being successfully achieved.
- Use technology to support regular engagement with Carers, staff and external stakeholders across relevant geographic regions via video conferencing (Zoom).
- Ensure accurate recording of client and program data in CRM system and Outlook as required by all vocational coaches.
- Monitor client and vocational coaching data to identify trends in service delivery and coaching outcomes.

3.1 Risk Management

- Work within the Workplace Health & Safety accountabilities as part of the WHS Act 2011
- Identify, manage and report risks
- Meet all personal duty of care requirements
- Advise direct line supervisor of any emerging issues to proactively manage risk

3.2 Financial Management

- Ensure compliance with Carers Queensland Delegations of Authority policy

3.3 Teamwork

- Actively contribute positively to the culture of Carers Queensland
- Participate in supervision and performance management process
- Undertake relevant training and development
- Participate in monitoring, evaluation and reflective practice activities
- Respond to data requests and administrative requests from Program Manager in a timely manner

3.4 Administration

- Maintain appropriate administration records as per the policies and procedures of Carers Queensland Ltd.

4. Values

Integrity	<i>Doing the right thing even when no one is watching</i> Take responsibility for own work including problems and issue Use established procedures and policies when making decisions Identify ethical dilemmas and conflict of interest and take appropriate action Anticipate and prevent breaches in confidentiality and security
Respect	<i>Treating others how they want to be treated</i> Develop and maintain effective interpersonal relationships Listen to and action feedback Adapt your communication approach and consider your audience Work constructively to solve problems and differences

Position Description

Diversity	<i>A place for everyone</i> Demonstrate cultural responsiveness and learning in the workplace Support organisational diversity initiatives including Rainbow Tick and Disability Action Plan. Use inclusive work practices Participate in organisational events to celebrate diversity
Empowerment	<i>Acknowledging strength in others</i> Take a strengths-based approach when working with others Provide information and options in work practice Build capacity in self and others Demonstrate openness to new ideas and initiatives
Adaptability	<i>Flexible and responsive to change</i> Identify possible and alternative solutions Acquire and apply new skills and knowledge Respond to change with a positive attitude and willingness to learn Change behavioural style or method of approach to achieve a goal

Approval Authority	General Manager Strategy & Growth
Document Owner	Program Manager – Your Caring Way
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