

Vocational Coach

Location: Brisbane

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.

Position title	
Reports to	Vocational Coach Coordinator
Direct reports	Nil
Indirect reports	Nil
Hours of employment	Part-Time (22.8 hours per week) or 45.6 hours per fortnight
Contract length	From commencement to 31.12.2022
Salary Award Level	SCHADS Award - CSW4.1 - \$74,433.53 base per annum full time equivalent - (currently \$37.54 per hour) plus Superannuation

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

The Vocational Coach provides a series of coaching sessions for carers who have enrolled in the Your Caring Way program. This includes conducting an initial Vocational Needs Assessment (VNA) and developing an individualised Vocational Plan focussed on a pathway to training and/or employment/volunteering. In addition, the coaching may provide carers with linkages and referrals to other community support organisations as needed, provide support with goal achievement and overcoming barriers, monitoring of vocational milestones and individual progress.

A number of carers seek to undertake accredited training and vocational coaches will refer those carers to our own RTO or external RTO, depending on the field of training/education. For carers seeking employment or volunteering, the vocational coach will liaise with our Placement Officers who support matching of placement and employment/volunteering activities.

You must be a flexible, outcome focused individual possessing a can-do attitude – and have a demonstrated skill of being able to function calmly and effectively under pressure.

3. Main Activities

- Establish the foundations of a coaching/mentoring relationship with the customer
- Complete an individualised Vocational Needs Assessment using Carers Queensland's established methodology
- Assist with referring carer to training with internal RTO and/or refer to external 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 achievement of milestones, support program retention, solicit data to inform progress and outcomes reporting and evaluation, and provide work placement/ employment transition support.
- Refer carer to 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 across vast regions (i.e. zoom, telephone and email)
- Record customer and program data in CRM system accurately and in a timely manner after every coaching session and customer contact.
- Update Outlook to accurately reflect customer engagement in preparation for every meeting and after every meeting.

4. 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

5. Financial Management

- Ensure compliance with Carers Queensland Delegations of Authority policy

6. 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

7. Administration

- Maintain appropriate administrative records as per the policies and procedures of Carers Queensland
- Ensure all data is entered and available for the relevant reporting period
- Respond to data requests from the Vocational Coach Coordinator and Program Manager in a timely manner

8. 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
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

Position Description



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