

## Position Description

<b>Title</b>	Carer Intake and Review Coordinator
<b>Business unit</b>	Alcohol & Other Drugs, Mental Health, and Carers   Tasmania
<b>Location</b>	160 Whitehorse Road, Blackburn VIC 3130
<b>Employment type</b>	Full time   Ongoing
<b>Reports to</b>	Team Leader, Carer Wellbeing Support Services

### About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

---

### 1. Position purpose

The Carer Intake and Review Coordinator is responsible for scheduling Carers Star™ appointments for carers living in the Uniting Vic.Tas Carer Gateway catchment areas. Carer Intake and Review Coordinator further undertakes basic carer assessments and reviews and assists with administrative tasks as required. In addition, the staff member will escalate complex carer presentations to the Senior Carer Wellbeing Support Planner as required.

---

### 2. Scope

**Budget:**

*nil*

**People:**

*Nil*

---

### 3. Relationships

## Position Description

### Carer Intake and Review Coordinator

#### Internal

- Senior Carer Wellbeing Support Planner
- Team Leaders and Management
- Uniting employees, volunteers, students & contractors
- Uniting Corporate and Support Services

#### External

- Carers, Care Recipients, and their families
- Local Community Providers and Networks
- Peak Bodies
- Carer Gateway Lead Consortia Partner (Merri Health) and other Consortia Members

---

## 4. Key responsibility areas

### Service delivery

- Support carers with a high level of customer service ensuring carers are responded to with patience and non-judgement.
- Books and reschedules appointments with carers and sends confirmation on behalf of the Carer Wellbeing Support team.
- Responds to carers contacting the service for changes to their circumstances.
- Co-ordinates access to respite and other support services where required.
- Conducts Initial and Final Carer Star reviews with carers where required.
- Refers carers who require additional supports to the allocated Carer Wellbeing Support Planner or the Senior Carer Wellbeing Support Planner.
- Assisting with other administrative responsibilities when staff are on leave.
- Undertake any reasonable additional tasks as directed by Uniting Vic.Tas.

### Administration

- Complete all administrative tasks associated with facilitating the program in a timely manner.
- Generates written correspondence to clients and stakeholders.
- Updates and records relevant carer information on the client management system (DC2Vue), including demographic data, client surveys, and progress notes.
- Assists with monitoring attendance bookings at group-based activities (such as engagement events and/or In-Person Peer Support Groups).
- Assists with general administrative tasks as directed.

### People and teams

- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Promote and maintain a positive, respectful and enthusiastic work environment.

### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).

## Position Description

### Carer Intake and Review Coordinator

- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation

---

## 5. Person specification

### Qualifications

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

### Experience

- Understanding of the role, needs and concerns of carers and commitment to their rights and entitlements.

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- High level interpersonal skills including sound written and verbal communication skills.
- Demonstrated experience in a client-facing environment in the community services sector, including the capacity to deal with individuals, families and communities with diverse and complex cultural, emotional and social needs.
- Experience undertaking basic needs assessments and creating goal-directed care plans.
- Demonstrated administration skills.
- Experience and proficiency in the use of Microsoft Office Suite and CRM databases.
- Excellent attention to detail and sound numeracy skills.
- Good negotiation and problem-solving skills.
- Demonstrated organisational, time management and planning skills.

---

## 6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

---

## Position Description Carer Intake and Review Coordinator

### 7. Acknowledgement

I have read, understood, and accepted the above Position Description

#### Employee

Name:

Signature:

Date: