

POSITION DESCRIPTION

Title:	Social Worker NDIS Transition (MHR: CS Program)
Responsible to:	CEO through Manager Consumer Directed Services – Disability
Enterprise Agreement:	Carer Support & Respite Centre Inc Employees Enterprise Agreement 2009
Agreement Classification:	Community Services Worker – Level 4
Salary:	Community Services Worker - Level 4 (equivalent to Level 5 @ .6fte Social Community, Home Care and Disability Services Industry Award 2010)
Position Location:	South East Metropolitan Region Adelaide Campbelltown, Glandore, Morphett Vale

SUMMARY OF ORGANISATION

Carer Support and Respite Centre Inc. (Carer Support) is funded by the Australian Government through the Department of Social Services and Department of Health, and the State Government through the Department of Communities and Social Inclusion.

Carer Support's Mission is to provide flexible and responsive services to carers, families and individuals.

Mental Health Respite: Carer Support Program (MHR:CS)

The key objective of MHR: CS is to support carers to sustain their caring roles and improve care for people with mental illness including autism. This involves maintenance or improvement of carers' physical and mental health and wellbeing and reduction of stigma and discrimination.

The Department of Social Services is seeking the following outcomes from MHR:CS:

- carers are better able to sustain their caring roles
- carers have increased confidence, capacity and choices
- improved wellbeing for carers of people with mental illness and the person to whom they provide care, and
- improved social and economic participation for carers.

POSITION OBJECTIVES

To be eligible to receive services, a carer must be providing care to a person because of mental illness, and must need support to sustain the caring role. The highest priority is given to carers without access to respite or carer support through other government-funded services.

The Social Worker NDIS Transition (MHR:CS Program) is responsible to

1. Continue assisting existing registered carers and their family member with mental illness until such time as the care recipient has an NDIS Plan and
2. Provide Level 2 and Specialist Coordination of Support to those funded for this under their Plan on a fee for services basis once they have secured an NDIS Plan, as required.
3. Provide additional support to help care recipients access the NDIS, engaging with carers to support and facilitate the transition of people with severe mental illness to the NDIS. This would include assistance with the application and planning processes where requested by the person with mental illness.
4. Provide group information sessions on the NDIS and on accessing the scheme.
5. Determine eligibility of new carers seeking support under the MHR: CS guidelines for MHR: CS and registering new eligible carers only where the care recipient is likely to be eligible for the NDIS
6. Pay particular attention to identified target groups in the guidelines that are recognized to have additional disadvantage.

DUTIES AND RESPONSIBILITIES

- To meet the KPIs as stated in the MHR: CS guidelines and the associated funding agreement between Carer Support and Dept. of Social Services.
- To maximise opportunities for appropriate support for carers to maintain their own goals, health and wellbeing;
- To empower carers to participate fully in this process so that the services respond to the need of the carers and the people for whom they care
- To work in collaboration with colleagues who continue to provide general respite support to existing carers where care recipient eligibility for NDIS is in doubt and guaranteeing continuity of support to those families.
- To develop communications and engagement strategies to ensure referring agencies/services are aware that MHR:CS is transitioning to the NDIS. Communications should include advice on whether, or which, new participants can be accepted and timeframes for expected transition of services. Communications would also focus on positioning Carer Support as a provider of choice in the future NDIS environment.

- Any other duties as requested by Manager Consumer Directed Services – Disability or Executive Manager.

Section One: Individual Support to existing families transitioning to NDIS (50% of time)

1. Identify existing families utilizing MHR: CS and their NDIS eligibility timeframe in the context of the roll-out dates for South and East Metropolitan Adelaide.
2. Form a face to face relationship with allocated families.
3. Understand their knowledge of and capacity to manage the transition process
4. Explain the assistance the coordinator can offer to enable smooth transition
5. Come to an agreement with both carer and potential NDIS participant about the assistance wanted.
6. Document that agreement for all concerned.
7. Record if the assistance has been offered and has not been accepted.
8. Record if the family chooses not to participate in the NDIS transition process despite being eligible, as this may exclude them from continuity of support.
9. If a family receives Coordination of Support funding once their Plan is in place, and asks Life Your Way to provide this service, the social worker may be asked to provide this on a fee for service basis.
10. Other Supports:
 - a. Internal (Respite, Young Carers and Support Teams) and external referrals

Section Two: Communications and Community Engagement (10% of time)

1. Participate in community forums and networks, meeting with other agencies to establish positive collaborative understanding and working relationships with relevant service provider agencies.
2. Undertake and participate in expos, conferences and community events to inform the public and other providers about Carer Support and specifically this program

Section Three: NDIS Information Sessions (10% of time)

Facilitate, with colleagues, information sessions about the NDIS, NDIS Access and supports available to manage that process.

Section Four: New Referrals to the MHR: CS Program (5% of time)

1. Eligibility: To determine the eligibility of new carers for the MHR:CS Program in accordance with the new funding guidelines and service agreement;
2. Registration: To register eligible carers
3. Support: To ensure that registered carers and their families receive support that responds sensitively to their specific needs, that is outcome focused, confidential and culturally appropriate, including
 - Referrals – internal (to the Life Your Way, Respite, Young Carers and Support Teams) and external
 - Advocacy regarding eligibility for and access to other services
 - Peer support – linking carers into carer support activities and groups
 - Information provision

Section Five: Meeting data recording, service improvement and professional development requirements (25%)

- Undertake service improvement activities to ensure Carer Support meets the objectives in the Strategic and Business Plan and performance indicators in the Funding Agreement;
- Maintain all relevant and accurate data as required by Carer Support and all funding bodies;
- Participate in reporting and evaluation systems, as required by Carer Support management;
- Ensure that privacy and confidentiality of information pertaining to clients is adhered to at all times.
- Actively and positively participate in staff Performance Review and Professional Development processes, in line with Carer Support policies and procedures;
- Identify and make recommendations to the Executive Manager Consumer Services on local issues or needs which may impact and affect Carer Support expectations on a regional basis;
- Represent the Organisation at appropriate and required forums.

REQUIREMENTS OF POSITION

SKILLS:

- Resilience and a strong work ethic
- Strong time management skills and ability to meet deadlines
- Ability to sustain the values of a not for profit organisation while transitioning into a fee for service business
- Ability to work alongside families, respecting the needs and rights of each individual.
- Ability to support families where the circumstances are difficult and complex
- Confident group facilitator and the ability to develop audio-visual presentations
- Strong interpersonal skills and confidence collaborating with other providers.
- Ability to work independently and as part of a team
- Sensitivity to the needs of people from culturally diverse backgrounds.
- Oral and written communication skills of a high order.

KNOWLEDGE:

- Strong working knowledge of the NDIS system and its access requirements
- Issues faced by Carers of people with mental illness and best practice approaches to working with families living with mental illness
- Community Development principles and practices e.g. community consultation, liaison, collaboration, communication.
- Equal Opportunity principles, particularly with respect to cultural and linguistic diversity, sexual identity, gender and age.
- Advanced computing skills incorporating Microsoft Office Software.
- Knowledge of the obligations of a mandated notifier
- Knowledge of Work Health and Safety Legislation and of the obligations of employees to maintain a safe working environment

EXPERIENCE AND / OR QUALIFICATIONS:

- Tertiary qualifications in Social Work required
- Working within a multi-faceted program or team environment

- Experience in working with family Carers and people who have mental illness and/or Autism
- Community Development practices

SAFETY:

- Awareness of Policies and Practices relevant to Work Health and Safety and ability to comply with these practices

SPECIAL CONDITIONS:

- A current driver's license is essential.
- A current DSCI Police Clearance is essential
- Current Child Safe Environment Certificate is required
- A six month probation period applies.
- Position subject to ongoing funding.
- Salary within the Social Community, Home Care and Disability Services Industry Award 2010 Level 5. As Carer Support currently operates under an approved Enterprise Bargaining Agreement, all conditions as outlined in the E.B. Agreement apply.
- Staff member to ensure that prior to making any public statements, verbal or written, that all such statements have been approved by the Chief Executive Officer.
- Flexible approach to hours of work required (after hours and some weekend work will be required occasionally).
- The occupant may be required to work at any of our regional offices to meet organisational demands.
- Participate as a team member to ensure the agreed minimum of 4 staff including 2 Coordinators are on site at the Centre at all times.
- All staff can be asked to assist with reception duties at times of administration staff shortage.

ACKNOWLEDGED BY
OCCUPANT.....**Date**.....

APPROVED BY
CEO**Date**.....