



POSITION DESCRIPTION

Title:	Carer Support Coordinator
Responsible to:	CEO through Regional Manager
Enterprise Agreement:	Carer Support & Respite Centre Inc Employees Enterprise Agreement 2009
Agreement Classification:	Community Services Worker – Level 3
Salary:	Community Services Worker - Level 3 (equivalent to Level 4 @ 1fte 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.

POSITION OBJECTIVES

The Carer Support Coordinator is responsible for delivering support to adult carers, to assist them in sustaining their caring roles.

The objectives of the position are:

- To meet the key performance indicators (KPI) as stated in the funding agreements between Carer Support and the Commonwealth Department of

Social Services, and the SA Department of Communities and Social Inclusion;

- To provide opportunities to support carers to maintain their own goals, health and wellbeing;
- To facilitate carers participation in the development, implementation and evaluation of services, so that those services continue to respond appropriately to the needs of carers;
- To support carers to function well in assisting those for whom they care in the community , thereby enhancing the quality of life of the carer and the person for whom they care; and preventing admission to long term residential care;
- To facilitate and provide leadership to regular carer support groups, carer focused activities and initiate individual contact with carers;
- To work in partnership with families in order to assist them in their activities and goals;
- To take a lead, as directed, in one or more speciality areas of support, including but not limited to: carers of people of ATSI background, carers of people who are frail aged, carers of people with disability, mental illness or autism, or carers from a CALD background;
- To work in collaboration with the other Carer Support staff in order to assist Carer Support to meet the overall objectives of the Program.

DUTIES AND RESPONSIBILITIES

Section One: Support Activities (group focused) (50% of time)

Coordinating, facilitating and leading appropriate carer support activities, including support groups, day activities, short breaks, one to one support and information/education sessions (40%);

Planning and developing additional carer support services as required and appropriate (10%).

Section Two: Support activities (individual focused): phone, office and home – based work (20% of time)

- Eligibility: Determining the eligibility of carers for support from Carer Support in accordance with the funding guidelines and service agreement;
- Registration: Registering eligible carers;
- Individualised phone support: Ensuring that registered carers and their families receive support that responds sensitively to their specific needs, that is outcome focused, confidential and culturally appropriate, including:
 - Care coordination
 - Referrals
 - Direct respite brokerage
 - Advocacy regarding eligibility for and access to other services
 - Peer support – linking carers into carer support activities and groups
 - Information provision.

Section Three: Networking & Promotion Work (10% of time)

- Networking: Participating in community forums and networks, and meeting with other agencies to establish positive collaborative understanding and working relationships with relevant service provider agencies to address service provision issues across the region;
- Community Development: Instigating appropriate community development initiatives where service gaps exist.
- Participating in expos and other promotional opportunities, to raise awareness of Carer Support and its services.

Section Four: Meeting data recording, service improvement and professional development requirements (20% of time)

- Actively and positively contributing to team development and collaboration with other team members, organisation staff and external agencies;
- Undertaking service improvement activities to ensure Carer Support meets the objectives in the Strategic and Business Plan and performance indicators in the Funding Agreement;
- Maintaining all relevant and accurate data as required by Carer Support and all funding bodies;
- Participating in reporting and evaluation systems, as required by Carer Support management;
- Ensuring that privacy and confidentiality of information pertaining to the callers is adhered to at all times;
- Participating in staff performance review and professional development processes, in line with Carer Support policies and procedures;
- Identifying and making recommendations to the Chief Executive Officer through the Line Manager on local issues or needs which may impact and affect Carer Support expectations on a regional basis;
- Representing the organisation at appropriate and required forums.

Other duties as directed

REQUIREMENTS OF POSITION

SKILLS

- Skills and experience in working with carers of all ages
- Strong interpersonal and communication skills (oral and written)
- Ability to facilitate and provide leadership to carer support groups and carer focussed activities
- Ability to design, set goals, implement and evaluate group programs
- Ability to work individually with carers, supporting them to identify their support and respite needs and maintain their caring role
- Ability to foster good working relationships between service providers in the interest of carers
- Ability to work with families, respecting the needs and rights of each individual

- Sensitivity to the needs of people from ATSI, LGBTI and and culturally diverse backgrounds
- Ability to work independently and as part of a team
- Strong organisational and administrative skills, including computer literacy
- Strong time management skills and ability to meet deadlines

KNOWLEDGE

- Understanding of the range of issues faced by carers
- Knowledge of group processes
- Knowledge of local community services networks
- Understanding of community development principles and practices e.g. community consultation, liaison, collaboration, meeting facilitation
- Awareness of relevant legislation including but not limited to: Equal Opportunity principles, particularly with respect to cultural and linguistic diversity, sexual identity, gender and age, Australian Privacy principles and Carer's Recognition Acts
- Knowledge of the obligations of a mandated notifier

EXPERIENCE AND/OR QUALIFICATIONS:

- Tertiary qualifications in Human Services or related field desirable
- Working within a multi-faceted program or team environment
- Demonstrated experience in working with groups in a community services field preferred
- Demonstrated experience in working with carers preferred
- Exposure to community development practices

SAFETY

- Awareness of Work Health and Safety legislation, policies and practices and of the obligations of employees to maintain a safe working environment

SPECIAL CONDITIONS

- A current driver's licence is essential
- A current and satisfactory DSCI Police Clearance essential
- Current Child Safe Environment Certificate is required
- This position is subject to ongoing funding
- A six month probation period applies
- Salary within Level 4 of the Social Community, Home Care and Disability Services Industry Award 2010. Carer Support currently operates under an approved Enterprise Bargaining Agreement, all conditions as outlined in the E.B. Agreement apply
- All public statements, verbal or written, must have prior approval of the Chief Executive Officer
- A flexible approach to hours of work required (some evening, overnight and weekend work will be required)

- The occupant will work at other regional and community locations as required in order to meet organisational demands
 - Participate as a team member to ensure the agreed minimum of 4 staff including 2 Coordinators are onsite at all times.
 - All staff can be asked to assist with reception duties at times of administration staff shortage
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ACKNOWLEDGED BY
OCCUPANT.....**Date**.....

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