

Position Description

Title	Carer Gateway Assessment and Planning Officer
Business Unit	Carer Services
Location	As per the Employment Agreement
Employment type	As per the Employment Agreement
Reports to	Team Leader Carer Gateway

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

A carer is someone who provides unpaid care and support to a family member or friend, who is frail aged or has dementia, a disability, mental illness, terminal illness or a chronic health condition.

Uniting Vic.Tas Carer Support Services aim to assist carers through the provision of information, assessment and planning, service coordination and other individually focused carer support services.

Carer Support Services provides support and services under a number of programs including Carer Gateway Service Provider, State funded Support for Carers Program, Commonwealth Home Support Program (CHSP) and Home and Community Care Program for Younger People (HACC PYP).

Carer Gateway Services provided include:

- Carer assessment and planning
- In person carer coaching
- In person carer counselling
- Carer Directed Packages
- Young Carers Program
- Mental Health Program
- In Person Peer Support Program

Position Description

Assessment and Planning Officer

- Provision of information regarding service availability and specific chronic health, domestic violence, mental health ageing or disability
 - Information and linkages with self-help, community support groups or day programs.
 - Service Coordination and arrangement of brokered services, service or item purchase and referral to other services.
-

2. Scope

Budget: NIL

People: NIL

3. Relationships

Internal

- Team Leaders and Senior Program Management
- Uniting employees, volunteers, students & contractors
- Uniting Corporate, Support Services and Mission divisions

External

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

4. Key responsibility areas

Service delivery

- Conduct needs assessments and reassessments, using Carers Star to identify the specific needs associated with the caring role
- Provide Carer Support Planning and coordinate an appropriate service response including the provision of short-term case management, respite, Carer coaching, peer support, counselling and/or referral on to other services as necessary
- Provide information, advice and individual support to carers.
- Assist carers develop future strategies to manage ongoing respite needs and periods of difficulty.
- If suitably qualified and experienced and demand requires, provide high quality counselling to carers in line with the Carer Gateway In-Person counselling guidelines.
- Allocate brokerage funds within approved limits to purchase support services when appropriate.
- Work as an effective member of the team, with the ability to show initiative and take direction.
- Provide access to peer support forums - internal and external
- Undertake Connecting activities such as: NDIS, Partners in the Community (PITC), mobility, education, employment or accommodation, and other government programs and supports
- Support community engagement and NDIA and disability awareness raising activities that target participants, potential participants and the broader community
- Provide assertive outreach to the target cohort, including breaking down barriers to accessing the NDIS and developing trust and rapport
- Contribute to the development of strategies that engage young carers from diverse communities, including Aboriginal and Torres Strait Islander, LGBTIQ+, Culturally and Linguistically Diverse, and newly emerging communities
- Conduct outreach to schools, local councils, hospitals, organisations and community groups to identify and engage young carers in services and programs

Position Description

Assessment and Planning Officer

- Participate in phone coverage as required
- Conducting service amendments such as shift changes, amendments, and service provision for clients

Data Collection and Reporting

- Maintain electronic data collection requirements including ability to use Dc2Vue
- Maintain specific client administrative requirements including case notes, service authorization's and other elements

Representation and Advocacy

- Attend network meetings and other related local forums or meetings as required.
- Actively network locally and regionally amongst other service providers to raise awareness and knowledge regarding the role of carers and available Carer Gateway
- Attend and actively participate in internal program, team and agency meetings.
- Identify gaps in services available to carers of aged people or people with disabilities or mental illness, and to advocate on their behalf as necessary and appropriate.

Community Development and Education

- Increase community awareness of the caring role and improve access to services through the provision of information, education or advocacy.
- Facilitate group education to carers to assist them to maintain their own wellbeing, therefore enhancing their ability to maintain their caring role.
- Provide specialist consultation to other community agencies and professionals to assist their ability to deliver services to carers, clients and their families.
- Prepare or participate in media items associated with the program as directed.

Quality Improvement and Evaluation

- Ensure that relevant policies and procedures are followed
- Actively participate in regular supervision activities.
- Identify training needs in consultation with Supervisor and attend professional development as deemed appropriate.
- Be aware of and meet relevant Quality Management System responsibilities
- Participate in relevant evaluation activities
- Be aware of Uniting's responsibilities to contribute to children's safety and wellbeing and report any concerns about neglect or abuse to a supervisor or manager.

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

Assessment and Planning Officer

- 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.
-

5. Person specification

Qualifications

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

Experience

- Understanding of privacy and confidentiality obligations
- Understanding of the issues related specifically to the caring role.
- Experience or knowledge regarding the provision of care to the elderly, mental health, younger people and people with disabilities
- High level engagement, care planning and assessment skills.
- The ability to work independently and as part of a team.

Experience (Desirable)

- Ability to prepare and deliver reports or presentations.
- High level of networking, communication and negotiation skills

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values respect the uniqueness and value of every individual; establish and maintain right relationships that enable people to be influential in their own support arrangement and ensure they are treated with dignity and respect; build on strengths and abilities of all; demonstrate transparency and accountability
- **Consumer Centeredness** – foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers
- **Stakeholder Relationships** – Strong negotiation and influencing skills; ability to engage, build and maintain strong, mutually beneficial relationships with stakeholders; track record of being able to sustain positive, collaborative and effective relationships; capacity to position Uniting as a trusted advisor to peak bodies and key stakeholders in the sector including government and funding bodies; promotes harmony and consensus through diplomatic handling of disagreements; builds trust through consistent actions, values and communication
- **Communication** – Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills; high level written and verbal communication skills; ability to conduct presentations; ability to prepare high quality business cases and reports
- **Administrative skills:** Excellent organisational skills; High level of attention to detail and accuracy; experience in handling sensitive information and maintaining privacy; knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems; high level computer literacy skills including demonstrated experience in Microsoft Office; well-developed literacy and numeracy skills
- **Technical knowledge:** Knowledge of community services and supports available to carers and people they care as well as referrals pathways (i.e. MyAgedCare, National Disability Insurance Scheme; demonstrated understanding of legislation, programs guidelines and community services and supports for carers.

Position Description Assessment and Planning Officer

Other Requirements

- Legal eligibility to work in Australia
- Current Australian Driver's License
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current working with Children check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

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.

7. Acknowledgement

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

Employee

Name:

Signature:

Date: