

# Position description



**Title:** Care Manager  
**Business Unit:** Aged and Carer Services (Metro)  
**Location:** 321 Ferntree Gully Road, Mount Waverley, 3149  
**Employment type:** Full Time  
**Reports to:** Program Manager Aged and Carer services

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## About Uniting

Uniting works 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.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (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

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## Position purpose

The Care Manager Carer Support provides person centred care and support via provision of flexible respite and support services for unpaid carers of people with care needs. The goal is to improve the health and wellbeing of carers. Support is provided through the Support for Carers Program (SCP) which operates in the Southern Metropolitan Region (SMR) of Melbourne

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## Scope

**Budget:**

- Client brokerage funding

**People:** Nil

### Relationships:

**Internal:**

- Senior Manager – Aged and Carer services (Metro)
- Program Manager – Aged and Carer services
- Aged and Carer Services staff (Metro)
- All Uniting staff

### External

- Clients, carers and their families
  - Department of Health and Human Services Victoria
  - Casey City Council
  - Carer Gateway
  - Service providers
  - Peak bodies
  - Networks
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## Key responsibility areas

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# Position description

## Care Manager Carer Support



### Service Delivery

- Provide information, undertake assessment, planning and support to carers which is: immediate or preventative, one off or time-limited and tailored to changing needs.
- Manage referrals to SCP
- Develop, implement and monitor goal directed plans with the carer using person centred approach.
- Develop, implement and evaluate social and recreational programs and activities to improve the health and wellbeing of carers.
- Organise, facilitate and attend Carer Hubs' activities and events.
- Monitor the Carer Hubs' attendance and undertake carer satisfaction surveys.
- Prepare program reports as required.
- Develop, maintain and evaluate carer support groups and Pathways for carers.
- Develop new techniques for engaging hidden carers.

### Stakeholders Liaison

- Promote and inform the wider community about the Support for Carers program, Carers' Hubs, Carer Gateway and other carer services provided by Uniting.
- Build relationships with external service providers and seek opportunities for partnerships.
- Actively participate and contribute in internal and external working groups, network meetings and committees.

### Administration and Reporting

- Manage client brokerage and budget in line with the SCP program guidelines.
- Complete data collection and reporting requirements according to program guidelines.
- Coordinate production of promotional materials for internal and external communication.

### 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).
- 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 agency's expectations.
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.
- Other duties.

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## Care Manager Carer Support



### Performance indicators

- Develop individual person-centred goals with carers and clients.
- Support carers and clients to achieve or progress towards their goals as evidenced by care plans and progress notes.
- Discussion of carer and client care plans during supervision.
- Manage support services and brokerage according to program guidelines.
- Effective management of client feedback according to policies and procedures.
- Effective and timely management of Incident Reports according to Uniting Policies and Procedures.
- Implement best practice principles in all work practices.
- Provide required reports in a timely manner.
- Work according to the Uniting Code of Conduct as substantiated during Supervision meetings, Annual Performance Reviews and Performance Management program (if required).

### Networking

- Clear and professional communication with service providers, brokered agencies and other stakeholders as reflected in dated notes, care plans and service requests.
- Raise the profile of Uniting by representation on external committees / networking meetings.

### Program Guidelines and Targets

- Practice is in accordance with the SCP Program guidelines.
- Meet targets as per program guidelines and agreements.
- Maintain accurate and up to date administrative records in preparation for internal and external audits.

### Professional and personal development

- Satisfactory completion of goals identified in Annual Performance Review.
- Attendance at professional development and training opportunities.
- Remaining abreast of legislative and community sector changes.

### Person specification

#### Qualifications

- Tertiary qualification in Social Work, Health or Welfare discipline.
- Desirable: Degree level

#### Experience

- Carer support and/or case management.
- Utilising a person-centred approach to provide opportunities for individual clients to be actively involved in designing their care plans and achieving their goals.
- Coordinating and actively participating in presentations to various target audience.

#### Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting's values

#### Knowledge

- The needs of carers.
- Community services and support available for carers and care recipients and referral pathways (i.e. Carer Gateway, My Aged Care – MAC, National Disability Insurance Scheme – NDIS).

#### Skills

- Ability to assist carers to increase their confidence, capacity, skills and choices.
- Ability to plan and prioritise.
- Ability to utilise good time management skills.
- Ability to monitor and implement a budget in accordance with program guidelines and internal procedures including:
  - Maintaining accurate expenditure records.
  - Planning and coordinating programs, events and client activities.
  - Reporting on program activities and events.
  - Ability to source innovative, cost effective and creative solutions to meet carers' needs.

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## Care Manager Carer Support



- Excellent interpersonal, verbal and written communication skills
- Ability to develop respectful, collaborative relationships with carers, clients, work colleagues and all stakeholders.
- Ability to work autonomously and as a part of a team within the practice boundaries of the position.
- Ability to problem solve and resolve conflict situations effectively.

### Attributes

- Motivated, self-confident and results focused.
- Compassionate and person-centred.
- The ability to raise concerns or issues with Program Manager if required, in a timely manner and work constructively towards a positive resolution.
- Flexibility and adaptability in work practice with the ability to view challenges as an opportunity for personal and professional development.

### 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 Working with Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) *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.***

### Employee

Name:

Signature:

Date:

### Manager

Name:

Zana Basic

Signature:

Date:

30 June 2020