

Position Description

Title	Engagement and Peer Support Coordinator
Business unit	AOD, Mental Health, Carer Services & Tasmania
Location	As per employment agreement
Employment type	As per employment agreement
Reports to	Manager, Carer 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 Engagement and Peer Support Coordinator is at the forefront of building awareness and generating referrals to Carer Gateway. The role builds trusted relationships with organisations within the consortia partners' catchment area that support carers or their care recipients who have a disability, medical condition, mental illness, or are frail due to age.

The role is an active participant of the Engagement Community of Practice and collaborates with engagement officers across the state, as well as the Marketing and Communications team, to ensure consistent application of strategy, Activity Work Plan outcomes, key performance metrics and program objectives. The role is also responsible for developing new peer-support opportunities across the Uniting Carer Gateway service delivery regions.

2. Scope

Budget: TBC

People: Casual staff

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3. Relationships

Internal

- Team Leaders and Program Manager
- Assessment and Planning Officers
- Uniting employees, volunteers, students & contractors
- Uniting Corporate, Support Services and Mission divisions

External

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

4. Key responsibility areas

Service delivery

- Driving carer registrations in the region in collaboration with Merri's Carer Gateway Marketing & Communications team, including Young Carer registrations, to meet funded KPIs.
- Developing and implementing the engagement strategy within the consortia's region (including the Activity Work Plan) ensuring it is successfully planned, implemented and evaluated.
- Identify and formalise partnerships and referral pathways with organisations within the catchment area to drive carer registrations and support Carer Gateway outcomes.
- Assists with the development, implementation, and facilitation of online and in-person peer support session for carers.
- Align practices with the Partnership Framework.
- Coordinating and conducting impactful outreach activities linking with social, health, cultural and education providers to raise awareness of and promote the Carer Gateway.
- Actively participating and contributing to the Engagement Community of Practice.
- Experience in planning, developing, coordinating, implementing and evaluating promotional initiatives.
- Ability to work in a matrix management structure.
- High-level gap analysis and research skills with demonstrated ability to search for, appraise, analyse data and provide recommendations to inform practices and decision making.
- Experience in coordinating and delivering events.
- Knowledge of the community care sector, including the challenges faced by carers of people with a disability, chronic illness, mental health condition and older people.
- Knowledge of issues impacting carers from Indigenous, CALD and LGBTIQ+ backgrounds.
- An understanding of the need to recognise and consider the unique perspective of carers in consideration of the Carer Recognition Act 2010.

Partnerships and networking

- Collaborating with internal consortia Marketing team to develop and execute local engagement strategies to promote Carer Gateway services.
- Have a lead role in facilitating the Uniting Carer Services Networking and Engagement Committee.
- Conducting local service area mapping and contributing to the annual, detailed service mapping.
- Conducting lead-generation outreach activities that raise community awareness of the Carer Gateway, improve the health and wellbeing of carers and promote community participation/social inclusion.
- Implementing strategies to engage carers from diverse communities such as; LGBTIQ+, Culturally and Linguistically Diverse, First Nations and newly emerging communities.

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- Undertaking targeted activities that support carers to remain in or engage with education and/or employment and otherwise meet the carer needs of the local community.
- Establishing an annual calendar of initiatives.
- In collaboration with Merri Health, implement robust evaluation and reporting methods on the effectiveness of outreach activities.

Teamwork and communication

- Participate in, professional development, supervision, reward and recognition and performance management activities.
- Contribute to employee retention and workforce planning within the Carer Gateway to ensure responsiveness to changing or emerging carers needs.
- Comply with people management processes and all Uniting Vic.Tas standards, policies and procedures.
- Actively contribute to a culture of ambition and success across the Carer Gateway.
- Understand performance objectives of the Team through effective development of individual KPIs and work plans.
- Excellent organisational and interpersonal skills such as written and verbal communications, negotiation, problem solving capacity.

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 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. Performance indicators

- Group facilitation, consumer management, stakeholder management, people management.

6. Person specification

Qualifications

- Tertiary qualifications in Community Development, Health Promotion, Social Work, Public Health or equivalent discipline or experience.

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Experience

- Demonstrated experience in creating and maintaining effective relationships with a broad range of stakeholders.
- Demonstrated experience in identifying and establishing formal partnerships.
- Experience in delivering information sessions and presentations to a range of audiences.

Desirable

- Sound knowledge of Commonwealth and State funded Carer Support Services.
- Existing links with statewide carer services, businesses and professional networks.
- Certificate IV in Training and Assessment.
- Sound understanding of and the issues impacting on regional communities.
- Proficient in using Microsoft Powerpoint and the ability to adapt to other digital platforms that support effective presentations to remote audiences.
- Ability to speak a relevant community language.
- Experience within a community sector organisation.

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.
- **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.

7. 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.

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8. Acknowledgement

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

Employee

Name:

Signature:

Date: