

Position Description

Title	Manager Carer Support
Business Unit	Carer Services
Location	As per employment agreement
Employment type	Full-time Ongoing
Reports to	Senior 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 Manager Carer Support is responsible for developing, supporting, leading and inspiring a team of practitioners to ensure the delivery of high quality supports for clients, carers and their families within a range of Carer Services including;

- Commonwealth Home Support program (CHSP) in the EMR, NMR and GNE
- State funded Support for Carers Programs (SCP) in the GNE and SMR
- HACCPYP in GNE
- Lynbrook Hub in the SMR
- Centre Based Respite in EMR & NMR (Partner Agency)

The position is a member of the Carer Services leadership team and will work collaboratively with the other members of this team to create consistent, effective structures and ways of working that enable the delivery of exceptional experiences, supports and services. The position will ensure compliance with all safety, quality, regulatory and contractual obligations.

2. Scope

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Budget:

TBC

People:

- Care Managers
- Senior Care Managers

3. Relationships

Internal

- Executive and Senior Program Management
- Employees & contractors
- Uniting Corporate, Support Services and Mission divisions
- Other Operational services
- Consumers, their families and advocates

External

- Government funding bodies and contracting organisations
- Local Councils
- Department of Health
- Department of Fairness and Family Services
- Service Network providers
- Other Community Service Organisations as required

4. Key responsibility areas

Leadership

- Actively engage as a member of the Carer Services Leadership Team in implementing Uniting's Strategic Plan and business operational objectives.
- Provide overarching management, leadership and responsibility Carer Services.
- Ensure the voice of the consumer is incorporated in all aspects of service delivery by regularly assessing and taking action to report incidents, feedback, complaints and compliments to Uniting Vic Tas
- Lead and manage an engaged workforce in the delivery of Carer Services that, through a person-centered approach, achieves high quality outcomes for consumers of the program and other stakeholders.
- Ensure appropriate training and developmental opportunities are available to employees to enhance their practice.
- Ensure that regular, appropriate supervision is provided that service delivery reflects contemporary practice.
- Participate in activities and forums to influence public policy discourse and direction in line with Uniting's policy including advocacy alongside people with a lived experience and other key internal and external stakeholders (where relevant).
- Contribute to regional and state-wide (where relevant) research, conferences, training and/or forums.

Service Delivery and Partnerships

- Lead and manage the business operations of Carer Services
- Develop and implement strategies to ensure services are accessible to and inclusive of the diversity of consumers accessing services
- Identify, initiate and maintain a broad range of sustainable collaborative partnerships with local, regional and statewide service providers and networks and professional practitioners to ensure consumers have access to a broad range of supports

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- Ensure strategies are in place to attract and retain consumers and work with senior management to grow Uniting's Carer Services
- Contribute to service planning and development through the provision of information to senior management regarding services operations and trends and identify opportunities for service enhancement
- Develop and maintain systems for collection and analysis of relevant data and other evidence to support continuous improvement, staff development and business development.
- Lead continuous quality improvement processes to achieve high performance and optimum consumer and community outcomes

Administration and Finance

- Ensure systems are in place to regularly monitor and review performance against all relevant targets and proactively identify and report on risks that may result in potential variations and lead the development, implementation and review of remedial plans, as required
- Complete relevant reporting as required
- Forecast and prepare budgets and revenue targets and regularly monitor and review performance against targets.
- Monitor financial expenditure to ensure effective use of funds to deliver best client outcomes.
- Ensure consumer records are accurate, up to date and stored in adherence with confidentiality and privacy requirements

Marketing and Business Development

- Conduct promotional and engagement activities to promote the Carer Services and Uniting Vic Tas
- Facilitates, receives, manages and incorporates feedback from carers, other providers and the carer community into quality improvement activities.
- Participate in key networking opportunities to build and promote Uniting's brand
- Acts as an 'ambassador', promoting Uniting to all relevant stakeholders

People and teams

- Lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- 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
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.
- Undertakes people management through the employment life cycle, including recruitment, orientation, performance management, development, leave, and separations.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

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.

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- 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.
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5. Person specification

Qualifications

- Bachelor degree in Social Work, Community Services, Social Sciences, Disability or related discipline (essential)

Experience

- Demonstrated Experience in a leadership role
- Strong understanding needs of carers, clients and families, and service gaps
- Ability to manage programs/services, staff and budgets
- Demonstrated proactive approach to problem solving, innovative thinking and decision making
- Demonstrated ability to support change and improve agency and team culture
- Demonstrated commitment to service performance, evidence-based practice and improving outcomes for consumers
- Experience in developing and maintaining sustainable partnerships with funding bodies and other key stakeholders

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 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.
- **Leadership** – Strong leadership and management skills and knowledge within a complex service delivery environment; ability to contribute to strategic planning and ensure the achievement of strategic goals; ability to build strong, high functioning, multi-disciplinary teams and align teams with the organisational values and goals, particularly those related to consumer-centricity; role modelling expected behaviour; strong ability to establish credibility with staff and inspire a shared vision.
- **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.

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- **Program and Service Development** – Significant experience in the leadership and development of programs and services in a complex environment; sound understanding of the principles of service delivery within Consumer Directed Services.
- **Problem-solving** – proven ability to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment.
- **Change Management** – Strong knowledge of contemporary change management models; demonstrated experience in leading successful change programs at scale.
- **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.

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: