

Position Description



Title: Assessment Planning Officer
Business Unit: Aged and Carer Support Services
Location: Wangaratta
Employment type: Ongoing and Full Time / Part Time
Reports to: Team Leader Carer Support

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

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, respite, service coordination and other individually focused carer support services. Carer Support Services provides support and services under a number of programs including the newly established Carer Gateway – 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).

Services provided include:

- Carer support planning.
- In person carer coaching.
- In person carer counselling.
- In person carer directed packages.
- Provision of information regarding service availability and specific health, ageing or disability issues.
- Information and linkages with self-help, community support groups or day programs.
- Coordination of referral to other services.

Scope

Budget: • NIL

People: • NIL

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Position description

Carer Support Coordinator



Relationships

Internal:

- Executive Officer Aged and Carer Services
- Program Manager Carer Support
- All Uniting Staff

External

- *Carers, Care Recipients and their families*
- *Service Providers*
- *Peak Bodies*
- *Other Consortia Members*
- *Networks*

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 to 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.
- Provision of facilitated carer coaching – a psycho-educational service specifically designed to assist carers to acquire the skills and resilience needed in their caring role.
- 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.
- Participate in phone coverage as required.

Data Collection and Reporting

- Maintain electronic data collection requirements including ability to use Procura and DC2Vue databases as well as government portals including My Aged Care.
- Maintain specific client administrative requirements including case notes, service authorisations and other elements
- Provide internal reports to the Team Leader as required

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 Support Services
- 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.
- Conduct or facilitate individual or group education to carers to assist them to maintain their own wellbeing, therefore enhancing their ability to maintain their caring role.

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- Provide specialist consultation to other community agencies and professionals to assist their ability to deliver services to clients and their families or carers.
- 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.

Personal accountability (Mandatory for all positions)

- 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.

Performance indicators

- Develop individual person-centred goals with outcomes
- Regularly monitor, and review documented carer care plans
- Discuss carer care plans during supervision,, case conferencing, and community of practice meetings
- Participate and contribute with innovative and current ideas
- Work towards industry best practice
- Manage support, services and brokerage according to programme Operating Manual
- Effectively manage client feedback and complaints according to policies and procedures

Person specification

Qualifications

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

Experience (Essential)

- 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 and/or people with disabilities.
- High level engagement, care planning and assessment skills.
- The ability to work independently and as part of a multidisciplinary team.

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- Excellent administration and organisational skills.
- Computer literacy including basic Microsoft Office.
- Well-developed verbal and written communication skills.

Experience (Desirable)

- Ability to prepare and deliver reports or presentations.
- Knowledge of the community service environment.
- Well-developed negotiation and advocacy skills.

Core selection criteria

Values alignment

- Ability to demonstrate and authentically promote Uniting’s values

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, Carer Gateway);
- Demonstrated understanding of legislation, programs guidelines and community services and supports for carers.

Attributes

- Motivated, self-confident and results focussed;
- Compassionate and person-centred;
- Flexible and adaptable in work place with the ability to view challenges as an opportunity for personal and professional development

Skills

- Ability to prioritise and utilise good time management skills;
- Ability to problem solve and resolve conflict situations effectively;
- Ability to develop respectful, collaborative relationships with carers and their clients, work colleagues and all stakeholders;
- Ability to work autonomously and as a part of a team within the practice boundaries of the position and operational Guidelines;
- Excellent interpersonal, verbal and written communications skills;
- Excellent planning and organisational skills.

Current and Valid Checks

- Drivers License
- Police Check
- International police check where applicable
- Working with Children Check
- Disability Worker Exclusion Scheme

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

Manager

Name:

Signature:

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