

# Position Description



<b>Title</b>	Care Manager – Carer Support
<b>Business Unit</b>	Aged & Carer Services
<b>Location</b>	Mt Waverley
<b>Employment type</b>	Ongoing - Full Time
<b>Reports to</b>	Program Manager

## 1. 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

## 2. 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

## 3. Scope

**Budget:**

- Nil

**People:**

- Nil

# Position description

## Care Manager – Carer Support



---

### 4. Relationships

#### Internal:

- Executive Officer Manager (Carer Wellbeing Team)
- Program Manager – (Carer services)
- All Uniting staff

#### External

- Clients, carers and their families
- Department of Health and Human Services (DHHS) - Victoria
- Casey City Council
- Carer Gateway providers
- Brokered service providers
- Assessment services
- Peak bodies

#### Networks

---

### 5. Key responsibility areas

#### Service Delivery

- Provide information, undertake assessment, care 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, monitor and review 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.
- Generate referrals into the SCP and Hubs.
- 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.

## Position description

### Care Manager – Carer Support



#### 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.

---

## 6. 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.

#### 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.
- 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.

## Position description

### Care Manager – Carer Support

#### 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.

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values
- **Leadership:** ability to be flexible, innovative and proactive; leading by example to build a positive, collaborative and effective work environment
- **Professionalism:** maintain relationships with staff, consumers, volunteers and key stakeholders that are respectful, inclusive and collaborative; meet program performance indicators and targets; support the organisation to embed values and deliver on strategic goals
- **Cultural Awareness:** understand the importance of diversity and embed this within your team; advocate for a diverse and culturally rich work place; foster inclusive practice
- **Consumer Focus:** prioritise the needs of the consumer; embed contemporary consumer focused practice and seek innovative and creative ways to provide consumer choice

## 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 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.**

## 8. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		