

Position Description

Title	Carer Advocate
Business Unit	Employment Services, CDS
Location	51 Albert Street, Footscray
Employment type	12 month Maximum term – Part Time (max. 50 hours per fortnight)
Reports to	Practice Leader

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

Carer Advocates will support unpaid carers facing barriers to entry and re-entry to employment and training by providing individualised employment and training pathways across various industries.

2. Scope

Budget: Nil

People: Nil

3. Relationships

Internal

- All Employment Services staff
- All Carer Gateway staff
- All support and foundation staff

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External

- Employment services providers / job seekers
 - Job Victoria Advocates
 - Government funding bodies
 - Employers
 - Schools, TAFE's and Tertiary institutions
 - Health & Community Services
 - Participants and their families / advocates
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4. Key responsibility areas

Service delivery

- Engages with local consumers and others in the community to understand cohort needs and support options
- Provide individualised pre-employment and job readiness support to target groups of carers
- Connect carers with relevant services that can help them prepare for and secure work and training
- Follow up connections and referrals made to other services, where required

Leadership & Team Work

- Ensures the delivery of high quality outcomes for consumers and stakeholders
- Fosters collaboration and team work within and across Uniting programs and services
- Considers the views of others and aims for group cohesion

Building relationships

- Establish and maintain community networks and connections to identify carers, particularly those from the identified target cohorts, who need employment and training-related support
- Support Jobs Victoria Advocates to make connections to organizations, carers groups and networks in the community that would benefit from employment support (in particular Aboriginal and multicultural-based carers groups, and multicultural and youth service providers)
- Improve access to services by creating links and partnerships with community / service providers, agencies and local leaders

Communication

- Maintain regular positive communication with carers, advocates, community / employment service organizations, and the government
- Regular collection and management of information and data from participants who have engaged with the Carer Initiative

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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.

5. Person specification

Qualifications

- Desirable: Tertiary Qualification in Marketing, Business or Social Sciences
- Essential: Driver's License

Experience

- Sound knowledge and understanding of the employment, education and/or community services system would be well-regarded
- Bilingual skills relevant to the local community would be well-regarded

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Relevant experience:** Previous community engagement experience and/or knowledge of best practice community engagement principles and practice
- **Participant Focused:** Demonstrated experience in supporting vulnerable jobseekers into sustainable employment, training, work experience or volunteering, including providing encouragement, case work support and career planning and guidance
- **Communication:** Demonstrated ability to communicate effectively and build constructive relationships with a diverse range of people including clients from indigenous, CALD and refugee backgrounds as well as other professionals
- **Quality:** Demonstrated ability to deliver high quality programs (including all contacts and activities) to participants that will support them to meet their individual goals and the program's objectives
- **High level of interpersonal skills:** Demonstrated ability to understand and identify a range of client needs using a client-centred approach; capacity to deal sensitively and intelligently with difficult issues
- **Negotiation and influence skills:** Ability to influence and gain cooperation of internal and external stakeholders to create and maintain mutually beneficial relationships

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- **Adaptation and problem-solving skills:** Demonstrated resilience adapting to changing environments; proposes innovative solutions to identified problems
- **Organisational skills and teamwork:** Ability to effectively plan and manage multiple tasks independently and as part of a team; ability to work collaboratively to achieve outcomes

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 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	Manager
Name:	<input type="text"/>	<input type="text"/>
Signature:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>