

# Position Description



<b>Title:</b>	Carer Support Worker
<b>Business unit:</b>	Home Based Care, Southern Melbourne
<b>Location:</b>	Level 7, 280 Thomas Street, Dandenong
<b>Employment type:</b>	Part time (45.6 hours per fortnight   Ongoing
<b>Reports to:</b>	Team Leader, Home Based Care

## 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

Carer Support Workers are responsible for carer support and supervision, quality and audit compliance and comprehensive case noting and reporting.

## Scope

<b>Budget:</b>	Nil
<b>People:</b>	Nil

## Relationships

<b>Internal:</b>	<ul style="list-style-type: none"><li>• Team Leader</li><li>• Staff and volunteers (if applicable)</li><li>• Staff from Corporate, Support Services and Mission divisions</li></ul>
<b>External:</b>	<ul style="list-style-type: none"><li>• Consumers and their families, carers and/or advocates</li><li>• Government departments and other funding bodies</li><li>• Key partners and community services networks</li></ul>

## Key responsibility areas

<b>Service delivery</b>	<ul style="list-style-type: none"><li>• Deliver consumer-centered, trauma informed services to children, young people, their families and carers within relevant best practice frameworks, models and tools</li><li>• Meet key performance indicators around service performance and delivery to ensure consumer outcomes</li><li>• Foster collaboration and team work within and across programs and services</li><li>• Promote and maintain a positive and collaborative work environment</li></ul>
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## Carer Support Worker



- Focus on, and work continually for positive consumer outcomes
- Take a proactive approach to problem solving and work within team and individually to achieve success
- Promote creativity and learning
- Embed strong risk management practices in services and 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 in line with agency policies and procedures.

### Teamwork

- Develop and maintain effective relationships with key stakeholders including consumers, families, community service organisations, relevant professionals and government officials
- Work effectively as a member of a team, ensuring all levels of the organisation are consulted as needed
- Understand relevant stakeholder relationship and the importance of these to the organisation. Assist with building and maintaining professional, positive stakeholder relationships

### Communication

- Maintain comprehensive professional case files and consumer records, including data collection according to program and agency requirements
- Articulate clear and persuasive messages about the needs and key issues of consumers

### Continuous Improvements

- Identify opportunities for improvement to services provided and recommend changes to procedures and standards that impact beyond own team
- Take action to promote or implement new ideas and encourage others to do so
- Work with the Coordinator to implement innovation and continuous improvement in service delivery

### Personal accountability

- Comply 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

## Person specification

### Qualifications

- Essential: Certificate IV in Youth Work or equivalent
- Desirable: Tertiary qualification in Social Work

### Experience and knowledge

- Essential: Experience and demonstrated ability to work with children and young people who have experienced past trauma and abuse
- Preferable: Knowledge and understanding of trauma informed practice
- Preferable: Knowledge and application of therapeutic parenting practices

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### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Achieves results:** Focused on optimal outcomes for children and young people
- **Professionalism:** Execute day-to-day activities in a positive, friendly and enthusiastic manner.
- **Culturally Aware:** Value diversity as a strength and positively utilise diversity
- **Consumer Focused:** Prioritise needs of consumers; privilege the voice and lived experience of children and young people within the context of their family or care arrangement; emphasis on partnering with children, young people, families and their informal/formal support network to achieve optimal, sustainable outcomes
- **Communication:** Clear communication skills

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### 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.

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This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

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