

# Position Description



**Title:** Team Leader, Carer Support

**Business Unit:** Aged and Carer Services  
Program: Carer Gateway

**Location:** 321 Ferntree Gully Rd Mt Waverley 3149

**Employment type:** Full Time

**Reports to:** Program Manager – Aged and Carer Services

## 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

The Team Leader, Carer Support, is responsible for providing professional advice, clinical support and leadership to the Assessment and Planning Officers. Additionally, the Team Leader will facilitate discussions with carers who are identified as having complex support requirements to access appropriate supports and services to meet their needs.

*Key portfolio and responsibility areas include operational team leadership Eastern Metropolitan and Region (EMR), Eastern Regional areas of Victoria (Hume, Goulburn North East and Gippsland).*

## Service Description

To increase support for carers, the Commonwealth government has engaged with stakeholders over several years to re-design services and as a result it has developed the Integrated Carer Support Service (ICSS) model which is designed to reduce carer stress, increase resilience, and help carers plan for the future.

The system will be supported by national infrastructure and managed by the Australian Government with services including:

- the Carer Gateway website
- phone counselling
- online self-guided coaching
- an online peer support community forum, and
- online skills courses.

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|---|---|-----------------------------|
| Approved by: (position [see delegations of authority policy]) | Page 1 of 5   | Division: <insert division> |
| Date Approved: <Date>   | Printed copies of this document are not controlled. | Next Review Date: <Date>    |

## Position description

### Team Leader Carer Gateway

At a regional level, the Carer Gateway will respond to the specific needs of their communities by providing:

- carer assessment and planning
- in-person peer support
- in-person counselling
- carer directed packages
- emergency respite care, and
- in-person carer coaching (to be added to the suite of services in 2021)

Uniting (Victorian and Tasmania) Ltd.) and its consortium partners (Alfred Health, Ballarat Health Services, Barwon Health, Bendigo Health Care Group, Goulburn Valley Family Care Inc. and Merri Health have been chosen by the Commonwealth to deliver the new Carer Gateway in Victoria.

### Scope

**Budget:** *Commonwealth funded Carer Support program*

**People:**

- *A team of Assessment and Planning Officers*

### Relationships

**Internal:**

- *Program Manager -r Aged and Carer Services*
- *Assessment and Planning Officers*
- *Executive Officer Aged and Carer Services*
- *Others Uniting Staff*

**External**

- *Consortia Partners*
- *Carers, clients and their families*
- *Other Service Providers*
- *Networks*

### Key responsibility areas

Reporting to the Manager, Carer Services, this role:

- Responsibilities**
- Provides clinical support, advice and supervision to Assessment and Planning
  - Officer across the Eastern Metropolitan region of Melbourne, Gippsland and Goulburn North East .
  - Contributes to the management of the Carer Services Program.
  - Develops and maintains positive relationships with external stakeholders and internal employees in accordance with uniting's values and professional standards of behaviour
  - Identifies opportunities to expand the scope of services within the Carer Services Program.
  - Works in conjunction with the Program Manager, Carer Services to develop annual team plans and individual work plans alongside relevant parties.
  - Works in conjunction with the Executive Officer, Carer Services to ensure the team is meeting funding requirements through monitoring of team targets, Key Performance Indicators (KPIs) and the collection of data about services to ensure funding compliance.
  - Facilitates team meetings as required.
  - Builds a culture of ambition and success across the team through motivating and developing employees by promoting continuous improvement.
  - Provides clinical and line management supervision to staff.
  - Addresses any clinical issues resulting from clinical support sessions.

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## Team Leader Carer Gateway



- Ensures comprehensive and up to date records and case notes in client information management system is recorded according to service standards and practice.
- Ensures reporting requirements for programs are undertaken.
- Contributes to policy and process development to ensure best practice approaches are implemented in supporting carers.
- Attends mandatory training sessions and mandatory training specific to position
- Facilitates, receives, manages and incorporates feedback from carers, clients and the carer community into quality improvement activities.

### Other Duties

- Support staff in the implementation of the Program and Uniting's Strategic Plan.
- People management through the employment life cycle, including recruitment, orientation, performance management, development, leave, and separations.
- Already mentioned
- Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.

### People Management

- Ensuring the management of people within the Team including recruitment, induction, professional development, reward and recognition and performance management
- Ensure applicable employees comply with professional registration, national code for health care workers and delegated scope of practice
- Manage employee retention and coordinate workforce planning across the Team to ensure responsiveness to changing or emerging client needs
- Promote and monitor compliance of people management processes to all Merri standards, policies and procedures
- Build a culture of ambition and success across the Team through motivating and developing employees by promoting continuous improvement
- Ensure the performance objectives of the Team are communicated, understood and cascaded to all employees through effective development of individual KPIs and work plans
- Ensure appropriate succession plans are in place to achieve longer term strategies

### People and teams

- *Establish, 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.*

### Legal requirements and 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

- Compliant 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.

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## Team Leader Carer Gateway



- 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.
- Ability to work autonomously and as a part of a team within the practice and professional boundaries of the position

### Person specification

#### Qualifications

- Bachelor qualification in Social Work or equivalent tertiary related field

#### Experience

- Relevant experience and capacity to provide team leader management and development of staff.
- Demonstrated experience and understanding of the Carer programs and supports as well as considerable knowledge of aged and disability programs and services

#### Core selection criteria (Essential)

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- Considerable experience in leading teams in the delivery of community services.
- Demonstrated understanding of a person centred approach within clinical practice.
- Experience in general health and wellbeing assessment and goal setting.
- Knowledge of the community care sector, including the complex challenges faced by carers of people with a disability, chronic illness, mental health condition and the aged.
- Proven ability to foster and maintain relationships with internal and external stakeholders and to relate to and work effectively with a diverse range of individuals and communities.
- Organisational and interpersonal skills, e.g. negotiation, problem solving capacity, communication and organisational and planning skills.
- Sound financial management, budgeting, reporting and compliance skills with the proven ability to work independently.
- Demonstrated experience in designing, planning, delivering and evaluating group work programs
- Proficiency in the use of Information and Communication technologies.

#### Core selection criteria (Desirable)

- Knowledge of the Carer Gateway In-Person Peer Support (IPPS) service design and guidelines.
- An understanding of the Connection, Hope, Identity, Meaning, Empowerment (CHIME) Framework.
- Knowledge of the Carer Support Framework for Integrated Carer Support Services (ICSS).

# Position description

## Team Leader Carer Gateway



- Knowledge and experience using Carer Star
- Knowledge of the Carer Gateway Service Provider Operating Manual.
- Knowledge of DC2Vue Client Information Management System
- Knowledge of issues impacting carers from Indigenous, CALD and LGBTIQ+ backgrounds.

### 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:

Date: