

# Position Description



<b>Title:</b>	Team Leader, Carer Support
<b>Business Unit:</b>	Aged and Carer Services Program: Carer Gateway
<b>Location:</b>	321 Ferntree Gully Rd Mt Waverley 3149, Gippsland and Golburn North East – Hume Region
<b>Employment type:</b>	Full Time ( Ongoing)
<b>Reports to:</b>	<b>Program Manager</b>

## 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

Key portfolio and responsibility areas for the Carer Gateway program include operational team leadership Eastern Metropolitan and Region (EMR), Eastern Regional areas of Victoria (Hume, Goulburn North East and Gippsland). Support for Carers (SCP) program is funded by the Victorian Government and Uniting Vic Tas delivers this service in the Southern Metropolitan Region (SMR) of Melbourne and Hume Region.

### 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 programs is called Carer Gateway.

Support for Carers Program provides carer support and flexible respite to unpaid carers of people with care needs and who reside in the SMR or the Hume Region.

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

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

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

- Carer assessment and planning

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# Position description

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- In-person peer support
- In-person counselling
- Carer directed packages
- In-person carer coaching
  - National Community Connectors Program
  - Young Carers Program
  - Mental Health Program

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.

The Victorian SCP can:

- Meet short term higher level needs
- Provide short term top up services not available in the generic service system and
- Provide innovative and flexible respite or other services, goods and equipment, all of which needs to be timely, flexible and cost effective

### Scope

**Budget:** *Commonwealth funded Carer Gateway program  
The Victorian funded Support for Carers Program  
City of Casey funding*

**People:**

- A team of Assessment and Planning Officers
- A team of Care Managers

### Relationships

**Internal:**

- Program Manager – Carer Wellbeing Programs
- Assessment and Planning Officers
- Care Managers
- Executive Officer
- 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 Officers and Care Managers across the Eastern Metropolitan region of Melbourne, Southern Metropolitan Region of Melbourne, Gippsland and Goulburn North East .
  - Contributes to the management of the Carer Support Programs and services.
  - 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 Programs.
  - 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 Senior Manager, Carer Services to ensure the team is meeting funding requirements through monitoring of team targets, Key

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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.
- 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 training specific to position.
- Facilitates, receives, manages and incorporates feedback from carers, clients and the carer community into quality improvement activities.

### Other Duties

- Supports staff in the implementation of the Program and Uniting's Strategic Plan.
- Undertakes people management through the employment life cycle, including recruitment, orientation, performance management, development, leave, and separations.
- Ensures compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.
- Other tasks

### People Management

- Ensure the management of people within the Team including recruitment, induction, professional development, reward and recognition and performance management.
- 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 the external and internal 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

*(delete if not applicable)*

- 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

*(for supervisor, manager, SLG, EO, HO and ELT positions only – delete if not applicable)*

- 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.

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### Personal accountability (Mandatory for all positions)

- 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.
- 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

### Performance indicators

- *These are optional for the time being, but will be mandatory as a performance management and development framework (and process) evolves.*
- *Group in key areas (e.g. Achieves results, customer management, stakeholder management, people management, teamwork, professionalism – or against any capability framework (if inexistence) with headings in order of importance and insert the results expected and how they will be measured.*

### Person specification

#### Qualifications

- Bachelor qualification in Social Work, Community Development, 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 (*this is mandatory in all Uniting position descriptions*).
- 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.

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- 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)
- Knowledge and understanding of the HACCMDS reporting.
- Knowledge of the Carer Gateway Service Provider Operating Manual.
- Knowledge of DC2Vue and Procura Client Information Management Systems.
- Knowledge of issues impacting carers from Indigenous, CALD and LGBTIQ+ backgrounds.
- Knowledge of the challenges faced by Young Carers.
- Sound knowledge of the National Community Connectors Program.
- Sound knowledge of the programs and services for people with mental health issues.
- Ability to occasionally work outside normal working hours to ensure the needs of carers are met.
- Ability to work in fast pace environment.

### 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:		