

Position Description

Position Title:	Practitioner, Support for Carers
Program	Support for Carers Program
Location:	Loddon Mallee – Bendigo. Travel to other locations in will be required
Reports To:	Manager, Mental Health, Wellbeing and Early Years
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 5</i>

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity and embrace diversity in an inclusive work environment.

About Support for Carers Program

CatholicCare Victoria's Community Wellbeing portfolio programs provide comprehensive, client focused services for individuals, couples, families, youth, and children. Our services are informed by an approach that values human dignity and the belief that positive relationships lead to positive lives and wellbeing.

The service design aims to ensure that our programs are inclusive, responsive to the needs of people, and operate at the highest levels of quality and professionalism. CatholicCare Victoria aims to address present and changing needs of our clients, advocate for change and equity, deliver creative and flexible services, and improve community access for all. Services are integrated and strengths based.

Support for Carers Program is designed to provide flexible support for carers to support their health and wellbeing. The programs aim is to extend the reach of services and support available to carers across the state, particularly carers in rural and regional areas, and carers from diverse backgrounds.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

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Position Summary

The Support for Carers Program Practitioner will deliver case management and provide assistance to those caring for someone with a disability, mental illness, chronic illness, or an older person with care needs. The aim of the role is to improve and support the quality of the carers life via person centred and consumer directed care principals in line with CCV values, policy and procedure, applicable legislation, standards and guidelines.

Through the development of positive working relationships, the position will offer advice, make referrals and advocate on behalf of carers ensuring the right mix of services are in place to suit their unique, individual needs and goals.

The Support for Carers practitioner is responsible for planning, organising and delivering leisure and lifestyle programs for carers to assist with improving their health and wellbeing and provide them with a break from their caring roles.

Travel is a requirement of the role and based upon client needs.

Occasional work required outside of normal business hours according to client need.

Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Service Delivery	<ul style="list-style-type: none"> Promoting best practice, apply a person-centred approach and consumer directed care principles to undertake comprehensive assessments and case management to carers. Provide information and advice to carers to empower them to exercise choice in self-management, promoting independence and supporting people in their roles as carers. Through the promotion of available options, support Carers to participate in activities outside the home independent of the person they care for. Encourage Carers to have their own health needs identified or addressed to be physically and mentally healthy and socially connected by informing them about available support and programs. Engage young carers in the program and support and inform them about opportunities to complete their education and participate in peer group activities. Assist Carers to increase their involvement in decision making about services and programs for the people they care for. Determine priority of carers needs, escalating situations requiring urgent response. Work within boundaries of professional areas of competence and consult the Manager as required. Development, implementation and evaluation of social and recreational programs and activities to improve the quality of life of carers. Ensure planned, budgeted and coordinated approach to the delivery of a broad range of programs to support carers to participate in activities that meet their individual interests and needs. Research and develop new techniques for engaging carers.

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	<ul style="list-style-type: none"> • Develop suitable education and activity programs which meets the needs of the Carers and actively promote and encourage to Carers.
Service Quality	<ul style="list-style-type: none"> • Ensure compliance with the Mental Health Act (2014) and other relevant legislation, and to operate at all times with awareness and understanding of the provision of the Acts. • Maintain client data and information as required by legislation and funding body requirements. • Maintain carer information and services records, including all reviews, in a timely and professional manner. • Adhere to funding and service agreements. • Participate in evaluation processes to improve client outcomes and service responsiveness and flexibility. • Coordinate production of promotional materials that comply with branding policy, suitable for internal and external communication. • Promote CCV programs for carers in a professional and informative manner via use of various communication channels. • Collate, manage, and report on information relating to projects and planned or delivered activities.
Stakeholder Engagement	<ul style="list-style-type: none"> • Provide program information to key stakeholders and the broader community about the service. • Participate in network, alliance and sector activities as delegated. • Build relationships with external service providers and report on opportunities for mutually beneficial partnerships. • Respond and resolve low level issues or concerns from stakeholders, clients, carers, families, and/or their representative. • Promote a positive culture of good customer service and quality care.
Professional Development	<ul style="list-style-type: none"> • Maintain relevant knowledge and skills. • Participate in training and education relevant to the role as identified. • Engage and participate in supervision and line management. • Participate in performance management reviews.
Team Participation	<ul style="list-style-type: none"> • Contribute to a culture of mutual support, learning and practice excellence by maintaining currency with research and evidence-based practice. • Contribute to building team capacity and effectiveness to deliver evidence and strength-based programs, including participation in team meetings and reflective practice. • Work collaboratively with the broader Mental Health, Wellbeing and Early years teams. • Participate in organisational meetings, working groups and activities as required.

The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position reports to and works under the general guidance of the Manager, Mental Health, Wellbeing and Early Years.

Authority:

The position works within the established guidelines and established practices.

The position exercises a degree of autonomy. Significant decisions require the approval of the Manager/General Manager or other person's acting with this authority. The position is required to work within the relevant delegation's policy, procedure, and guidelines of CatholicCare Victoria.

Stakeholder Relationships

Internal Relationships: Works under direction from the Manager, Mental Health, Wellbeing and Early Years, and will develop working relationships with all employees and leadership staff across CatholicCare Victoria.

External Relationships: A range of stakeholders, including however not limited to mental health services; homelessness services; housing services; alcohol and other drug services; legal assistance services; medical services such as general practitioners; Services Australia and any other relevant services such as financial counselling and health services.

Organisational Responsibilities of the Position

Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

Provide quality, culturally responsive, respectful, and inclusive services to Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, and LGBTIQ+ communities.

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Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Employee Code of Conduct for CatholicCare Victoria*;
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

Key Requirements

Qualifications and/or Training

1. Tertiary qualification in a related field and/or experience in case management.

Experience

2. Demonstrated experience in service coordination and the application of case management principles and practice, including experience and understanding of risk and needs assessment frameworks and applications.
3. Experience in monitoring operational expenditure.
4. Commitment to the application of a person-centred approach and ability to individualized carer's needs
5. Excellent written, verbal and numerical communication skills.
6. Well-developed computer skills, with competence in MS Office and Client Management applications
7. Ability to work autonomously; sound time management skills and ability to prioritise to meet competing demands.

Knowledge, Skills and Attributes

8. Demonstrated experience in providing, client centred assessments and case management in accordance with the *National framework for recovery orientated mental health services* or other relevant frameworks.
9. Experience in service promotion, including development and maintenance of stakeholder relationships.
10. Demonstrated understanding of practicing in a culturally safe way when engaging with Aboriginal and Torres Strait Islander peoples.
11. Demonstrated understanding of inclusive and respectful practice with LGBTIQA+ communities.
12. Demonstrated understanding of inclusive and respectful practice with people with disabilities.
13. Demonstrated understanding of practicing in a culturally safe way when engaging with people from culturally and/or linguistically diverse backgrounds.

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14. Demonstrated understanding of evidence-based practice development and continuous learning.

Child Safety

15. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards and any other relevant legislation.

Desirable

- Understanding of the Commonwealth and Victorian Carer Recognition Acts.
- Understanding of the Victorian Carer Strategy 2018 – 2022.
- Understanding of the service and quality standards applicable to relevant programs, including State and Commonwealth frameworks, including Support for Carers Program, Commonwealth Home Support Programme, and NDIS.

Other Requirements

- Current driver's licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas.
- International Police Check (where applicable).
- Disqualified Carer's Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s and Disqualified Carer's Check.

It is the incumbent's responsibility to maintain a current valid Driver's Licence, Victorian Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

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