

Position Description

Title	Assessment and Planning Officer
Business unit	Home, Community and Carer Services
Location	160 Whitehorse Road, Blackburn 3130
Employment type	Full-time Maximum term
Reports to	Team Leader, Carer Gateway Program

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

The role of the Assessment and Planning Officer involves the implementation of the Carers Star™ conversation tool to understand the needs of unpaid carers and develop goal directed care plans in conjunction with the carer. They also facilitate supports based on identified needs including provision of brokered services.

2. Scope

Budget:

nil

People:

nil

Position Description

Assessment and Planning Officer

3. Relationships

Internal

- Team Leaders and Senior Program Management
- Uniting employees, volunteers, students & contractors
- Uniting Corporate, Support Services and Mission divisions

External

- Carers, Care Recipients, and their families
 - Local Community Providers
 - Peak Bodies
 - Carer Gateway Lead Consortia Partner (Merri Health) and other Consortia Members
 - Networks
-

4. Key responsibility areas

Service delivery

- Conduct needs assessments and reassessments, using Carers Star to identify the needs associated with the caring role.
- Provide Carer Support Planning and coordinate an appropriate service response based on need, including the provision of short-term respite, Carer Coaching, peer support, counselling and/or referral on to other services as necessary.
- Provide information, advice and individual support to carers.
- Assist carers develop future strategies to manage ongoing needs and periods of difficulty.
- Allocate brokerage funds within approved limits to purchase support services when appropriate.
- Work as an effective member of the team, with the ability to show initiative and take direction.
- Support community engagement and NDIA and disability awareness raising activities that target participants, potential participants and the broader community.
- Provide assertive outreach to the target cohort, including breaking down barriers to accessing the NDIS and developing trust and rapport.
- Respond to urgent or short-notice requests on a rostered duty system amongst other Assessment and Planning staff.
- Contribute to the development of strategies that engage young carers from diverse communities, including Aboriginal and Torres Strait Islander, LGBTIQ+, Culturally and Linguistically Diverse, and newly emerging communities.
- Conduct outreach to schools, local councils, hospitals, organisations, and community groups to identify and engage young carers in services and programs.
- Participate in phone coverage as required.
- Conducting service amendments such as shift changes, amendments, and service provision for clients as required.
- An understanding of the need to recognise and consider the unique perspective of carers in reference to the Carer Recognition Act 2010.

Data collection and reporting

- Maintain electronic data collection requirements including ability to use Dc2Vue.
- Maintain specific client administrative requirements including case notes, service authorisations and other elements.

Representation and advocacy

- Attend network meetings and other related local forums or meetings as required.
- Actively network locally and regionally amongst other service providers to raise awareness and knowledge regarding the role of carers and available Carer Gateway.
- Attend and actively participate in internal program, team and agency meetings.

Position Description

Assessment and Planning Officer

- Identify gaps in services available to carers of aged people or people with disabilities or mental illness, and to advocate on their behalf as necessary and appropriate.

Community development and education

- Increase community awareness of the caring role and improve access to services through the provision of information, education or advocacy.
- Facilitate group education to carers to assist them to maintain their own wellbeing, therefore enhancing their ability to maintain their caring role.
- Provide specialist consultation to other community agencies and professionals to assist their ability to deliver services to carers, clients and their families.
- Prepare or participate in media items associated with the program as directed.

People and teams

- 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.

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.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Qualifications

- Tertiary qualifications in either Disability, Social Work, Health, Welfare, Community Services Development or equivalent.

Experience

- Understanding of privacy and confidentiality obligations.
- Understanding of the issues related specifically to the caring role.

Position Description

Assessment and Planning Officer

- Experience or knowledge regarding the provision of care to the elderly, mental health, younger people, and people with disabilities.
- High level engagement, care planning and assessment skills.
- The ability to work independently and as part of a team.
- Ability to prepare and deliver reports or presentations (desirable).
- High level of networking, communication and negotiation skills (desirable).

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Child safety:** Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Consumer centeredness:** foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers.
- **Stakeholder relationships:** strong negotiation and influencing skills; ability to engage, build and maintain strong, mutually beneficial relationships with stakeholders; track record of being able to sustain positive, collaborative and effective relationships; capacity to position Uniting as a trusted advisor to peak bodies and key stakeholders in the sector including government and funding bodies; promotes harmony and consensus through diplomatic handling of disagreements; builds trust through consistent actions, values and communication.
- **Communication:** strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills; high level written and verbal communication skills; ability to conduct presentations; ability to prepare high quality business cases and reports.
- **Administrative skills:** excellent organisational skills; High level of attention to detail and accuracy; experience in handling sensitive information and maintaining privacy; knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems; high level computer literacy skills including demonstrated experience in Microsoft Office; well-developed literacy and numeracy skills.
- **Technical knowledge:** knowledge of community services and supports available to carers and people they care as well as referrals pathways (i.e. MyAgedCare, National Disability Insurance Scheme; demonstrated understanding of legislation, programs guidelines and community services and supports for carers.

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 (and NDIS Worker Screening Check where relevant) 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.

Position Description
Assessment and Planning Officer

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: