

CARER ENGAGEMENT AND SUPPORT WORKER POSITION DESCRIPTION

CARER RESPITE

NORTH CENTRAL REGION

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Carer Engagement and Support Worker
Program	Community Services Program
Classification	SCHADS Award Level 5 (Social Worker Class 2) <i>Select a classification</i> (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Part Time
Hours per week	22.8
Duration	Fixed Term
Fixed term end date	30/06/2023
Location	138 Pine Ave Mildura or 62 McCallum St Swan Hill
Reporting Relationship	This position reports directly to the Team Leader Community Services.
Effective date	July 2022

Overview of program

The Carer Engagement Support Worker will work within the Community Services team to deliver high quality respite services to carers and care recipients across the Loddon Mallee region. Anglicare is currently funded to provide respite services for adults with a mental illness. This is a program funded by the Department of Health and Human Services to provide planned respite opportunities/services for carer's and adult consumers 18-65 years living with a mental illness.

Position Objectives

This role will work within the Loddon Mallee region to deliver a high quality service to carers and care recipients.

Specifically, you will be responsible for delivering individual respite and group programs to carers who care for someone with a mental illness, Programs are delivered within a recovery focussed framework with the ultimate goals of:

1.	Enhance access to services for carers.
2.	Increase community participation.
3.	Support carers to understand the role that cares play in the NDIS.

Key responsibilities

The key responsibilities are as follows but are not limited to:


1.	To provide flexible and responsive respite options to carers and care recipients
2.	Working to build on connections and linkages with relevant carer groups across the Loddon-Mallee region.
3.	In consultation with the Team Leader, plan and develop activities to provide peer support for carer's of people with a mental illness.
4.	Actively promote community education to ensure the respite options are known to all carers including 'hidden' carers in smaller communities.
5.	To provide assessment and respite planning with carers and care recipients.
6.	Ensuring the timely collection of data in relation to the appropriate activities for reporting purposes.
7.	Actively engage with carers/families and services regarding NDIS.
8.	Ability to mentor staff to ensure that all workers are trained and working in partnership with families and carers.

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

 Role Specific	1. A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level with substantial experience; or associate diploma level with substantial experience in the relevant service stream, or less formal qualifications with specialised skills sufficient to perform at this level.
	2. Resilience to work with and support clients who have been exposed to trauma.
	3. Knowledge and understanding of the impact of mental illness on care recipients, carers/families, and an ability to engage and work with young carers.
	4. Capacity to work collaboratively with carer's and care recipients to develop appropriate flexible respite plans.
	5. Well-developed communication skills, including written communication and computer literacy, and the capacity to fulfil reporting requirements of the program.
	6. The ability to develop and sustain partnerships and relationships with carers, care recipients, families and professionals, with a range of age, gender and cultural groups.
	7. Knowledge and experience in planning and evaluating evidence based individual and group programs.
	8. Sound knowledge of NDIS Access process and Guidelines.
	9. The ability to work both autonomously and as part of a team.

Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two capability groups; **Personal Qualities and Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

Occupational health & safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Child Safe Standards

AV is committed to protecting children and young people from all forms of harm and abuse. As an employee you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct and incident management procedures. Everyone at AV has a role to play in keeping children and young people safe.

Conditions of employment

- Salary and conditions are in accordance with the St Luke's Anglicare Collective Agreement 2008. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.
- In line with the Chief Health Officer's COVID-19 Mandatory Vaccination (Workers) Directions all staff, students and volunteers are required to provide evidence of full vaccination against Covid-19 or provide a valid medical exemption. This requirement may be amended from time to time as directed by the Chief Health Officer.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name:

Signature:

Date:
