

**Position Description**
**Position title: Carer Support Planner**

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| **Mission Australia** |
| About us: | Mission Australia is a non-denominational Christian organisation that has been helping people re- gain their independence for over 155 years.We’ve learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.Together we stand with Australians in need, until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.*“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration  |
| Goal: | To reduce homelessness and strengthen communities. |
| **Position Details:** Position Title: Carer Support Planner |
| Division: | Service Delivery |
| Reports to: | Program Manager |
| Position Purpose: | Provide a range of tailored carer supports and services designed to reduce carer stress, increase resilience, and help carers plan for the future. |
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**Position Requirements (What are the key activities for the role?)**

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| **Key Result Area 1 Client Support** |  |
| **Key tasks**  | **Position holder is successful when** |
| * Assist carers to identify their strengths and their informal networks, including the resources available to them in their community,
* Prioritise carer needs using the Carers Star assessment outcomes and work with the carer to develop a Carer Action Plan outlining the supports the carer may access.
* Assist carers to access urgent support in a situation where an eligible carer requires emergency respite care
* Coordinating the necessary referrals, negotiating brokerage arrangements (where required), and directing carers to appropriate services/outlets to obtain the supports they require
* Referring carers to in-house Carer Counsellors, Peer Support Workers and Carer Coaches as appropriate
* Engage with the community care sector and the public to raise the profile of the program and carers at regional events and activities
 | * Carers are connected with local resources such as social support, specialist peer support and community education opportunities.
* Completed Carer Star assessment tool and Action Plans are developed for carers including the carer’s goals and the practical steps to be taken by the carer to achieve the desired outcomes.
* Carers are provided with the necessary supports, such as respite and brokerage.
* Carers are accessing relevant in-house supports as per their Action Plans.
* Representing MA at networking and community events on behalf of the program.
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| **Key Result Area 2 Program Support** |  |
| **Key tasks** | **Position holder is successful when** |
| * Maintain up to date reports and records to reflect progress and outcomes
* Develop strong relationships with key external stakeholders including and not limited to other community care providers, other community services and government agencies to assist in the receipt of information and referral of clients
* Refer carers to in-house Carer Counsellors, Peer Support Workers and Carer Coaches as appropriate.
* Facilitate Carer Directed Support Packages including establishment of services within a prescribed budget, negotiating carer contribution, supporting the carer to access services and monitoring outcomes including budget expenditure
 | * Accurate reports are maintained, reports are developed which support the program to highlight issues, needs and outcomes
* Effective relationships are built and maintained which support carer outcomes
* Carers are provided with the appropriate supports as per their Action Plans, accessing in-house supports and Support Packages.
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| **Key Result Area 3 Administration** |  |
| **Key tasks** | **Position holder is successful when** |
| * Completing all necessary administrative tasks associated with care coordination and program activities including accurate database entry.
* Maintain and monitor all relevant documentation in accordance with MA policies.
* Attend regular staff meetings, both for program and for site.
 | * All required administration tasks are completed accurately, in a timely manner and in accordance with the requirements of the Senior Planner and Program Manager.
* Staff attend both internal and external meetings.
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| **P****U Work Health and Safety** Everyone is responsible for safety and must :* Maintain a safe working environment for themselves and others in the workplace, including the provision of a smoke free environment
* Ensure required workplace health and safety actions are completed, as required
* Participate in learning and development programs about workplace health and safety
* Follow procedures to assist Mission Australia in reducing illness and injury, including early reporting of incidents/illness and injuries

 **Purpose and Values** |
| * Actively support Mission Australia’s purpose and values
* Positively and constructively represent our organisation to external contacts at all opportunities
* Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times
* Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.)
* To help ensure the health, safety and welfare of self and others working in the business
* Follow reasonable directions given by the company in relation to Work Health and Safety
* Follow procedures to assist Mission Australia in reducing illness and injury, including early reporting of incidents/illness and injuries
* Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
* Actively support Mission Australia’s Reconciliation Action Plan.
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| * Qualifications and training in the Community Services/Health/Welfare/ Social Services and/or Education fields or a minimum of three years’ relevant industry experience.
* Ability to undertake complex telephone assessment, obtain accurate information and prioritise action.
* Ability to provide superior customer service, with strong interpersonal and communication skills
* Ability to facilitate service coordination and referral pathways, and to negotiate and implement service delivery on behalf of carers.
* Ability to work as part of a team whilst also enjoying the ability to be autonomous in your role.
* Excellent problem-solving skills, and demonstrated capacity to develop flexible solutions
* High level computer skills including client management systems, the Microsoft Office suite of products and the ability to learn new systems when required
* Demonstrated ability to manage and prioritise workload in a constantly changing environment.
* Demonstrated knowledge and understanding 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.
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| **Competencies*** Willingness to work in partnership with carers from a strengths based perspective
* Demonstrated ability to work effectively as a member of a multidisciplinary team and in an interagency context
* Good analytical skills including the ability to identify, assess and develop plans for carers
* Capacity to relate to people of differing cultural backgrounds

**Key challenges of the role** |
| * The ability to support range of carers across a large geographic region.
* The ability to develop collaborative relationships between Mission Australia and other service providers which are in the best interest of carer outcomes and to encourage staff to do the same
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**Compliance checks required**

**Working with Children** [x]

**National Police Check** [x]

**Vulnerable People Check** [ ]

**Drivers Licence** [x]

**Other (prescribe)** [ ]  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval**

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| **Manager name**  |  | **Approval date** |  |