

Position Description

Title	Care Manager
Business unit	Support For Carers Program, Carer Services
Location	12 Rowan Street, Wangaratta
Employment type	Part time (60.8 hours per fortnight) Ongoing
Reports to	Manager Carer Support

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 Care Manager Support for Carers provides person centred care and support via provision of flexible support services for unpaid carers of people with care needs. The goal is to improve the health and wellbeing of carers. Support is provided through the Support for Carers Program (SCP) which operates in the Southern Metropolitan Region of Melbourne and in the Goulburn North East region.

2. Scope

Budget: *nil*

People: *nil*

3. Relationships

Internal

- Manager Carer Support
- Carer Services Care Managers

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- All other Uniting staff

External

- Clients, carers and their families
- Department of Health (DoH)
- Carer Gateway providers
- Brokered service providers
- Assessment services
- Peak bodies
- Networks

4. Key responsibility areas

Service delivery

- Provide information, undertake assessment, care planning and support to carers which is immediate or preventative, one off or time limited and tailored to changing needs
- Manage referrals to SCP
- Develop, implement, monitor and review goal directed plans with the carer using person centred approach
- Develop, implement and evaluate social and recreational programs and activities to improve the health and wellbeing of carers
- Organise, facilitate and attend Carer Hubs' activities and events
- Prepare program reports as required
- Develop, maintain and evaluate carer support groups and pathways for carers
- Develop new techniques for engaging hidden carers

Stakeholder liaison, administration and reporting

- Promote and inform the wider community about the Support for Carers program, Carers' Hubs, Carer Gateway and other carer services provided by Uniting
- Generate referrals into the SCP and Hubs
- Build relationships with external service providers and seek opportunities for partnerships
- Actively participate and contribute to internal and external working groups, network meetings and committees
- Manage client brokerage and budget in line with the HACC SCP program guidelines
- Complete data collection and reporting requirements according to program guidelines
- Coordinate production of promotional materials for internal and external communication

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

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- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position
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5. Performance indicators

- Develop individual person centred goals with carers and clients
 - Support carers and clients to achieve or progress towards their goals as evidenced by care plans and progress notes
 - Discussion of carer and client care plans during supervision
 - Manage support services and brokerage according to program guidelines
 - Effective management of client feedback according to policies and procedures
 - Effective and timely management of Incident Reports according to Uniting Policies and Procedures
 - Implement best practice principles in all work practices
 - Provide required reports in a timely manner
 - Work according to the Uniting Code of Conduct as substantiated during Supervision meetings, Annual Performance
 - Reviews and Performance Management program (if required)
 - Networking
 - Clear and professional communication with service providers, brokered agencies and other stakeholders as reflected in dated notes, care plans and service requests
 - Raise the profile of Uniting by representation on external committees / networking meetings
 - Program Guidelines and Targets
 - Practice is in accordance with the HACC SCP Program guidelines
 - Meet targets as per program guidelines and agreements
 - Maintain accurate and up to date administrative records in preparation for internal and external audits
 - Professional and personal development
 - Satisfactory completion of goals identified in Annual Performance Review
 - Attendance at professional development and training opportunities
 - Remaining abreast of legislative and community sector changes
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6. Person specification

Qualifications

- Tertiary qualification in social work, health or welfare discipline
- Desirable: Degree level qualification

Experience

- Carer support and/or case management
- Utilising a person centred approach to provide opportunities for individual clients to be actively involved in designing their care plans and achieving their goals
- Coordinating and actively participating in presentations to various target audience

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect
- Knowledge:
 - Understanding of the needs of carers

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- Community services and support available for carers and care recipients and referral pathways (i.e. Carer Gateway, My Aged Care – MAC, National Disability Insurance Scheme – NDIS)
- Ability to assist carers to increase their confidence, capacity, skills and choices
- Ability to plan and prioritise
- Ability to utilise good time management skills
- Attributes
 - Ability to monitor and implement a budget in accordance with program guidelines and internal procedures including:
 - Maintaining accurate expenditure records
 - Planning and coordinating programs, events and client activities
 - Reporting on program activities and events
 - Ability to source innovative, cost effective and creative solutions to meet carers' needs
 - Excellent interpersonal, verbal and written communication skills
 - Ability to develop respectful, collaborative relationships with carers, clients, work colleagues and all stakeholders
 - Ability to work autonomously and as a part of a team within the practice boundaries of the position
 - Ability to problem solve and resolve conflict situations effectively
 - Motivated, self confident and results focused
 - Compassionate and person centred
 - The ability to raise concerns or issues with Program Manager if required, in a timely manner and work constructively towards a positive resolution
 - Flexibility and adaptability in work practice with the ability to view challenges as an opportunity for personal and professional development

Other requirements

- Legal eligibility to work in Australia
- Current driver's licence valid in Victoria
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current Working With Children Check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

7. 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.