

Position Title:	Carer Support Worker
Team / Section:	Carer Support
Industrial Award:	Social, Community, Home Care and Disability Service Industry Award 2010
Reports to:	Carer Support Team Leader
Supervises:	Volunteers
Other Key Relationships:	Internal and external stakeholders
Level of Authority:	Level 3
Date Approved:	1 August 2020

Organisation Background:

Carers and Disability Link (CADL) is a Community Support Organisation established in 1995 to support informal Carers; those caring for a family member or friend who has a disability, illness or is frail aged, people with disability, and older community members.

- * As a registered NDIS provider, Carers and Disability Link provides a range of services to participants of the NDIS including assistance with daily activities, group and therapy supports, support coordination and plan management.
- * Social Support and Respite services are available for people over 65 years of age under the Commonwealth Home Support Program.
- * Support for Carers is offered through a range of activities, assisting Carers to maintain their caring roles as well as good health and well-being.

Together, we link people with disabilities, carers and the aged, with care and support services through flexible and inclusive choices within our local community.

Primary Purpose of Role

- As a member of the Carer support team, provide support to Carers, both individually and collectively, assisting them to balance their caring role equally between their own needs and those of the person they care for.
- Develop and deliver a Carer Support program supporting specified carers

Experience

Essential

- * Experience within the community/human services environment.
- * Experience in working with groups.
- * Experience in reporting of statistical data.

Desirable

- * Knowledge of relevant legislation and quality standards affecting provision of Carer Support and respite services.
- * Knowledge of Community Development practice.
- Knowledge of the range and diversity of services available to carers and those they care for.

Qualifications

Essential

- * Certificate III in Community Services or higher tertiary qualification in a related discipline.

Desirable

- * Certificate 3/4 in Mental Health, Disability, Aged Care, Youth, Case Management or equivalent.

Values and Behaviours

All staff and volunteers are expected to behave in a manner aligned to the values of the organisation as written in the Code of Conduct. These are:

Respect for individuals	Demonstrate respect for the inherent dignity and rights of each individual, in particular their right to be accepted as they are, to participate fully in decision making in their own lives, and their right to privacy and confidentiality. Acknowledge, value and appreciate individuals for who they are.
Honesty and Integrity	Do your job to the best of your ability, undertaking duties and responsibilities with honesty and integrity. Be true to your word, open and trustworthy.
Empowerment	Promote independence of individuals and assist them to understand and exercise their rights and responsibilities. Not directing, but always walking alongside, allowing individuals to be themselves and build on their own knowledge, skills and relationships.
Justice and Equity	Recognise that each person is an individual and act with fairness and equality, and without discrimination.
Protection of Individuals	Create a safe environment for all carers, clients, staff, volunteers and independent contractors and report any breaches of policy or code of conduct.
Recognition	Value the role of Carers in our community, and recognise their rights to mutual support, understanding and respect. Value staff and volunteers, acknowledging their contributions to the organisation, recognising their strengths, weaknesses and their right to express their opinion, and rejoicing in their achievements.
Kindness	Practice kindness and work cooperatively toward creating a happy, healthy and safe environment where all feel respected, valued and able to be their authentic selves

Staff and volunteers are expected to demonstrate care for each other and a safety-first mindset which guides our decision making and our every action. At all levels, our people are expected to create a safe environment for themselves and their colleagues. This means taking accountability for knowing how to operate safely, actively identifying safety risks and speaking up if you have concerns.

Working within a regulated environment with vulnerable groups and individuals, staff and volunteers are expected to follow our policies and procedures

Special Conditions

- * This position requires flexible hours, including weekends and after hours;
- * This position qualifies as able to work from home, in line with the CADL working from home conditions and practice and procedure;
- * Workers must possess, and keep current, a satisfactory Department of Human (DHS) Disability Employment Screening clearance and a Working with Children Check (or current DCSI Clearance)
- * Workers must sign the Carers and Disability Link and NDIS Code of Conduct prior to commencing employment;
- * Workers in this position must possess a Current Driver's License and willingness to drive CADL vehicles. Workers may need access to own vehicle with appropriate insurance when CADL vehicles are not available;
- * Workers must participate in an annual developmental review process and regular supervisory meetings.
- * Undertake on-call rostered duties as arranged with Manager

Key Duties and Role Responsibilities

Specific to Role:

- * Receive referrals and process in accordance with policies and procedures.
- * Support and assess carer to have their needs met and link with existing services.
- * Provide one-to-one support to carers in crisis.
- * Provide transport for carers to support groups and to planned activities.
- * Plan and attend Carer events and retreats.
- * Facilitate group activities, which may include, carer support groups, courses, information sessions, etc. as requested. Assist others in this area, as required.
- * Advocate on behalf of the target group or individual.
- * Assist the Carer Support Coordinator with programming, setting priorities and reviewing work practices.
- * Keep appropriate, accurate and confidential notes, and ensure carer records are up to date.
- * Maintain accurate and timely data collection and collation regarding the service and its outcomes.
- * Provide carers with information and resources that may meet their needs.
- * Promote the Carer Support Model and Carers & Disability Link as an industry leader in Carer Support.
- * Promote the service and the client group in a way which enhances

	<p>access by the community (i.e. speaking engagements, attendance at community events, etc.)</p> <ul style="list-style-type: none"> * Liaise closely with relevant mainstream providers, local communities and services to increase awareness and participation in their programs by carers and care recipients. * Participate in local and regional networking forums as directed by your supervisor. * Work with local contractors and volunteers to assist in the provision of a range of services. * Work as a member of the Carer Support Team.
<p>Organisational:</p>	<ul style="list-style-type: none"> • Actively promote CADL values and policies in your daily work; • Comply with all organisational and operational policies of CADL; • If required, participate in staff and team meetings and staff training days; • Protect the right of all Carers, clients, staff and volunteers to privacy and confidentiality at all times; • Whilst working as a member of the work team, maintain and develop partnerships with key stakeholders. • Ensure structures and procedures adhere to the requirements of Equal Opportunity, Occupational Health and Safety and Workers Compensation legislation.

Approval

The details contained in this document are approved and an accurate statement of the responsibilities, competencies and other requirements of the job.

Vicki Williamson (CEO)

A handwritten signature in black ink, appearing to be 'VW', is written over a horizontal line.

28/7/2020

Name (Manager)

Signature

Date: