

# Carer Support Worker – Regional



<b>TEAM:</b>	Child, Youth and Family Services
<b>LOCATION:</b>	Broome, South Hedland, Karratha, Geraldton, Bunbury
<b>REPORTING LEADER:</b>	Executive: Child, Youth and Family Services

## ABOUT HELPINGMINDS

HelpingMinds Limited is a long-established non-profit organisation that provides safe and high quality services in the community to support families, carers and people living with a mental health issue. We provide support and hope to live the best life possible.

Our Purpose is by providing hope, we support our clients, carers and families to live their best lives possible.

Our Mission is to support family recovery and make a positive difference in the community and mental health sector through advocacy, education and the delivery of quality support services.

As a values-led organisation all team members act in accordance with our values of Hope, Collaboration, Trust, Integrity and Respect. Each team member undertakes their role utilising their unique skills and abilities to contribute to our purpose and mission.

HelpingMinds is part of a consortium led by Carers WA for the Integrated Carer Support Service (ICSS) known as the Carer Gateway, which incorporates providing supports to carers identified in the *Carer Recognition Act* who provide daily care and support to people with disability, medical conditions, mental illness or who are frail aged.

## PURPOSE OF THE ROLE

The Carer Support Worker – Regional is the local representative responsible for promotion, education and advice with regard to Carer Gateway services for the federal Integrated Carer Support Services initiative. The team member will be required to develop relationships with local agencies, organisations and businesses to ensure there is a good level of awareness and knowledge with regard to the concept and role of a family carer, as well as the supports that are available to them.

The Carer Support Worker – Regional will undertake initial assessment and eligibility processes prior to referral centrally. Depending upon local demand and circumstances the Carer Support Worker – Regional may take responsibility for establishing peer support groups, training and supporting volunteers to ensure that the groups, once established, operate effectively.

The role requires the ability to work as a team member, deliver information sessions, network with local leaders and communicate professionally and empathetically with Carers. The team member will also be required to liaise with a wide range of partner organisations to raise awareness of Carers within the broader community.

The team member may also perform other duties for various funded programs delivered by HelpingMinds.

## PRIMARY DUTIES AND RESPONSIBILITIES

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- Undertake ongoing promotional and awareness raising activities including local media and presentations
- Develop partnerships with local agencies to establish ongoing promotional activity and warm referral processes for carers interacting with those organisations
- Train local Champion organisations with regard to Carer Gateway system and service processes
- Ensure all systems, processes and procedures are developed and tested for the assessment and planning function
- Undertake the Carer Star assessment process elements for Carers
- Assisting the central Planning team in preparing Carer Plans (with reference to the local availability of face to face supports) following assessments
- Assisting in appropriate referral processes to supports identified in the Carer Plan
- Assisting the central team in monitoring Plans and conducting re-evaluations at appropriate times
- Establishing local carer peer support groups, including training volunteers
- Deliver a Carer focused service which consults with carers and involves carers in service planning, delivery and evaluation to assist in continuous improvement
- Work with other teams to reach carers in the community and to raise awareness of carers and caring matters
- Comply with organisational policies, guidelines, relevant legislation and best practice
- Ensuring client data is promptly and accurately entered into the CRM
- Develop and maintain networks for peak carer advocacy, escalating systemic issues
- Assist with and undertake other duties as determined by the Team Facilitator and Executive.
- Provide clear and professional reports to Executive: Child, Youth and Family Services on a regular basis.
- Participate in monthly mentoring sessions and regular team meetings.
- Follow all appropriate escalation process and documentation associated with client risk.

## Governance, Safety and Quality Requirements

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In addition to your role specific responsibilities, HelpingMinds expects team members will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Be responsible for ensuring, as far as practicable, the provision of a safe working environment.
- Have an understanding and fulfils National Safety and Quality Standards requirements including but not limited to:
  - Participating in continuous safety and quality improvements actions, such as audit reviews and drills that result in improvements to patient care, team member knowledge or the consumers experience that align with actions describes within the standard.
  - Participating with the development, implementation, reporting and monitoring of HelpingMinds activities.

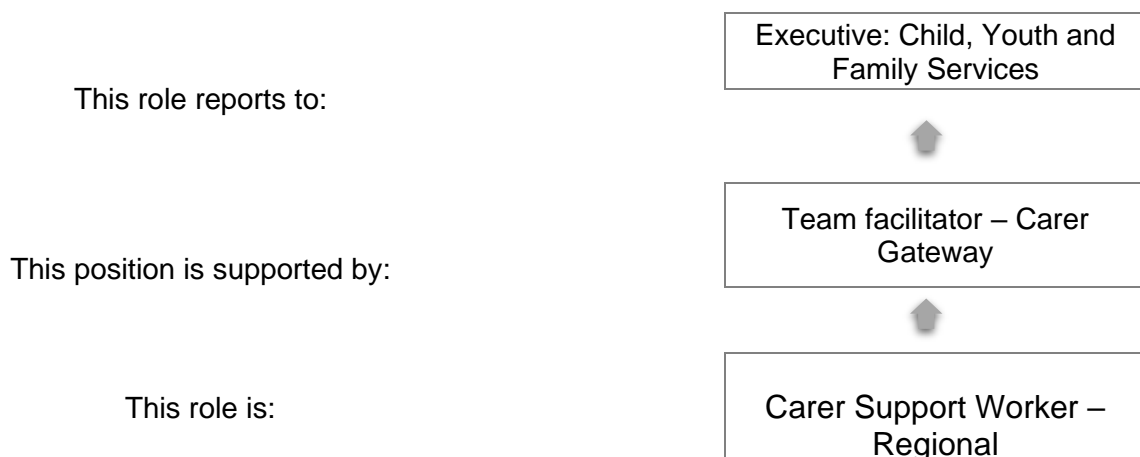
# Carer Support Worker – Regional



- Ensuring records and statistics are kept in accordance with establish procedures.
- Participating in annual performance development review.
- Perform duties and acts within the legal and financial constraints and boundaries of your role including but not limited to:
  - The Mental Health Legislation and Carers Recognition Act;
  - Commonwealth and State Funding Agreements;
  - Industrial Laws and Occupational Health and Safety Legislation;
  - The National Mental Health Standards 2010;
  - The National Standards for Disability Services;
  - The Australian Commission Safety and Quality Standards for Accreditation version 2;
  - The HelpingMinds Staff Agreement 2016 as well as current organisational Policies and Procedures;
  - HelpingMinds Code of Conduct, NDIS Code of Conduct and
  - Work in accordance with your Employee Classification Definition according to the HelpingMinds Staff Agreement 2016.

## AUTHORITY AND SUPERVISORY REQUIREMENTS

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## POSITION STATUS, REMUNERATION AND BENEFITS

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<b>Position type:</b>	Full-time / Part-time
<b>FTE:</b>	Either 1.0 or 0.8 depending on location (76/60.8 hours per fortnight)
<b>Position Classification:</b>	Salary level 3 (3.1 to 3.2 depending on qualifications and experience)
<b>Wellness days:</b>	2 Wellness days per calendar year (more than 0.5 FTE)
<b>District and Remote Allowances:</b>	Employees located in specified regional WA may be entitled to payment of District and Remote allowances.
<b>Salary Packaging</b>	Permanent employees salary packaging available up to \$15,900 <i>*HelpingMinds recommends employees seek independent advice prior to salary packaging**</i>

## ESSENTIAL MINIMUM SELECTION CRITERIA

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### QUALIFICATIONS AND LICENCES

- National Police Clearance (no older than 6 months)
- Working With Children Check
- Current Driver's License
- Although not an essential requirement, a relevant qualification will be highly regarded. With candidates possibly having an educational background in social work, counselling, community or healthcare services.

### EXPERIENCE, SKILLS AND KNOWLEDGE

- Experience in the NGO and/or healthcare sectors with direct supports to clients.
- Experience in the advisory, assessment and/or planning processes for clients.
- Experience of developing and hosting presentations as well as the delivery of information sessions.
- Experience of client case management and referral processes.
- Demonstrated capacity to develop and maintain effective relationships with a range of stakeholders.
- Understanding and empathy of carers, health, mental health, ageing and disability issues.
- Proven competence in supporting individuals, families and groups.
- Experience using computer software including Microsoft Suite, CRM and/or customised client databases.
- Well-developed communication skills (both verbal and written).
- Experience working flexibly including active participation in change management.

## DESIRABLE SELECTION CRITERIA

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# Carer Support Worker – Regional



- Similar experience in mental health/carers not-for-profit organisation/s, government departments or corporations;
- The flexibility for extended travel within the appointed region to promote the service.

## EMPLOYEE DECLARATION

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I have read and understand the responsibilities and duties set out in this job description.

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Print name: \_\_\_\_\_

*HelpingMinds is an equal opportunity employer supporting diversity in the workplace. We are committed to creating and safe environment for all team members and clients.*

This document can be made available in alternative formats on request for a person with a disability.