



Information, Support and Service Advisor

- 2.5 days per week
- Based in North Sydney with travel to southern NSW regions
- Provide support, advice and referrals to families of children with disabilities

When you join Carers NSW, you join the peak organisation for carers in NSW with an exclusive focus on supporting and advocating for carers of all ages and circumstances. We value diversity, integrity, and above all a commitment to improving the lives of carers.

As an Information, Support and Service Advisor you will provide a vital information and referral service to families of children for the *Carers NSW Better Start for Children with Disability Initiative*. Using your strong verbal communication skills and warm, approachable manner you will interact with families both via phone and face to face, prepare and facilitate workshops for families, and build networks with local service providers. Key to your success will be your empathy and an awareness of the sensitivities of dealing with young families with a recent diagnosis.

Essential criteria for this role include:

- Tertiary qualification in Social Work or other relevant discipline or relevant work experience
- An understanding of and ability to work with the Aboriginal community and key stakeholders
- Current NSW drivers licence and the capacity to travel across the state
- Ability to communicate clearly and concisely, both verbally and written, and liaise effectively with a diverse range of people including carers, health professionals, and service providers
- Experience in the preparation, facilitation and delivery of workshops
- Knowledge of relevant information related to referral pathways such as the NDIS, disability services and other programs relevant to carers
- Networking skills and capacity to develop professional working relationship with Early Childhood Early Intervention providers and NDIA partners
- Understanding of intake, assessment and relevant processes provided as part of an information service
- Strong understanding of Mandatory Reporting and Privacy requirements
- Strong administration, organisational skills and computer skills with demonstrated experience using databases

The **capacity to travel is an essential element of this role**, with particular focus on South West Sydney, Illawarra and Shoalhaven and the Far South Coast of NSW.

We can offer you a salary package based on the SCHADS Award Level 5 (pro rata equivalent for part time), plus access to salary packaging, professional development, and a supportive team environment.

See the 'Instructions for Applicants' <http://www.carersnsw.org.au/about-us/employment/instructions-for-applicants> on how to address the criteria for this position. For further information please contact our HR Department on: (02) 9280 4744.

Please forward your application **addressing the Essential Criteria above** to Human Resources, PO Box 785, North Sydney NSW 2059 or jobs@carersnsw.org.au by Friday 27th September 2019.

Carers NSW recognises the value of diversity in its workplace and acknowledges the contributions that people of diverse backgrounds bring to the organisation.

A criminal record check will be required as a condition of employment.