


POSITION DESCRIPTION			
Position	Carer Services Coordinator		
Unit	Carer Gateway NSW 4		
Reporting to	Team Leader, Carer Services		
Location	Coffs Harbour or Newcastle		
Award conditions	Social, Community, Home Care and Disability Services Industry Award (SCHADS) Level 5		
Position Statement	<p>This position is responsible for liaising with providers and carers to arrange in-home services as part of approved carer directed packages.</p> <p>After hours on-call availability is required overnight and on weekends as needed, to arrange emergency respite for carers.</p> <p>When required, this role will also support carers through the Carer Support Planning Process including an intake, registration and needs assessment, support planning, coordination, support and monitoring to ensure carers can be holistically supported by understanding their needs and appropriately referring them for supports.</p>		
Police Check Required	Yes	WWCC Required	Yes
Accountabilities & Responsibilities			
Service Liaison	<ul style="list-style-type: none"> • Coordinate and liaise with providers to arrange in-home services for carers and arrange services as part of approved carer directed packages. • Follow up with service providers and match the service provider with the carers' needs in a timely manner • Provide assistance and relevant referral information to service providers working with carers, within the consent and privacy guidelines • Coordinate and arrange planned and emergency respite for carers (when required) • As needed, manage respite referrals in an emergency situation following contact from the after-hours provider, which will involve after hours on-call availability 		
Carer Support Planning Process (when required)	<ul style="list-style-type: none"> • Deliver a carer-centred telephone service to support carers in their role • Refer carers to digital services provided under the Carer Gateway and other services and supports as required • Apply telephone communication skills and support to effectively meet the needs of the carer • As the intake point of contact for carers, undertake a needs assessment incorporating the Carers Star™ • Assess carers' eligibility for the most appropriate services to meet their needs, develop an Action Plan and facilitate the referral process, including to Carers NSW services and Cater Gateway services 		

	<ul style="list-style-type: none"> • Obtain consent from the carer to make referrals to access supports • Ensure relevant documentation is completed to facilitate the carer support planning process
Service provider liaison and referral (when required)	<ul style="list-style-type: none"> • As part of the Carer Support Planning Process (when required), provide assistance and resources to service providers working with carers • Liaise with counsellors and other service providers to facilitate a referral • Assist the carer to self-refer to local services. When appropriate make referrals on the carers behalf, with the consent of the carer, to local services • Ensure relevant documentation is completed to facilitate the referral process
Community Development	<ul style="list-style-type: none"> • Attend Carer Support Group and sector interagency meetings as requested
Data collection and reporting	<ul style="list-style-type: none"> • Seek consent to collection of data and ensure carer understands how their data may be utilised • Enter required information accurately in Carers Star™ database in accordance with minimum data collection requirements • Collect data and keep records in accordance with any legislated mandatory reporting and privacy laws
Organisational citizenship and team work	<ul style="list-style-type: none"> • Demonstrate an active, dedicated commitment to the Carers NSW Vision and core principles. • Actively seek to understand, communicate and support Carers NSW vision and organisational goals to all stakeholders, internally and externally. • Ensure a high level of confidentiality and integrity, liaise with others in a professional, respectful and constructive manner. • Participate in Carers NSW initiatives, projects and events. • Attend staff meetings and unit meetings. • Support volunteers who assist in the work of the unit. • Assist in cross-unit project activity. • Assist with the general operations of the organisation.
Professional development	<ul style="list-style-type: none"> • Complete the required Carer Gateway Service Provider training • Attend relevant group seminars and training sessions • Develop individual program for professional development in consultation with Manager, Carer Support & Planning
Quality Improvement	<ul style="list-style-type: none"> • Demonstrates ongoing commitment to the Vision, Values, Strategic Plan, and Business Plan • Understanding and commitment to continuous improvement processes • Understanding of and compliance with Carers NSW Policies and Procedures • Undertakes quality improvements to ensure policies and processes are best practice for quality outcomes to be achieved • Compliance with all other legislative requirements
Diversity & Inclusion	<ul style="list-style-type: none"> • Has the capacity and understanding to work with and support diverse populations • Recognises the rights of others and respects difference in all its forms • Is committed to social justice and social inclusion • Values diversity as a strength and positively utilises diversity
Work Health and Safety	<ul style="list-style-type: none"> • Understanding and compliance with all relevant WHS legislation • Take reasonable care to protect your health and safety and the health and safety of others.

	<ul style="list-style-type: none"> • Report all safety hazards, incidents, near misses and injuries • Maintain a clean and orderly work area • Actively participate in safety improvement activities
	Selection Criteria
Essential qualities	<ul style="list-style-type: none"> • Tertiary qualification in Social Work or other relevant discipline • Demonstrated experience in service delivery • Experience working with people to arrange support services • Knowledge of the community care and health systems and other programs relevant to carers • Demonstrated experience in telephone support work • Understanding of intake, assessment and referral processes provided as part of a telephone information, support and planning process • Strong understanding of Mandatory Reporting and Privacy requirements • Proven competency in liaising and negotiating with service providers • Strong commitment to teamwork and good practice • Advanced computer skills • Advanced communication and organisational skills • Understanding of and commitment to carer issues and needs
Desirable Qualities	<ul style="list-style-type: none"> • Demonstrated experience in the use of and maintenance of databases • Understanding of carer support programs provided by Carers NSW and other Carers NSW activities

I have read and understand the requirements of this role as described in this document

Employee Signature

Date