


POSITION DESCRIPTION		
Position	Carer Services Trainee, Carer Gateway	
Unit	Carer Gateway	
Reporting to	Team Leader, Carer Services	
Salary	SCHADS Award, Level 1	
Award conditions	Modern Award Social, Community, Home Care and Disability Services Industry Award (SCHADS)	
Position Statement	This position is responsible for supporting the Carer Services team to liaise with providers and carers to arrange in-home services as part of approved carer directed packages.	
Accountabilities & Responsibilities		
Service Liaison	<ul style="list-style-type: none"> • Assist with the general administration tasks to support the Carer Services team • 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 	
Carer Support Planning Process (when required)	<ul style="list-style-type: none"> • Assist in the delivery of a carer-centred telephone service to support carers in their role • Apply telephone communication skills and support to effectively meet the needs of the carer 	
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 • 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 	
Organisational citizenship and team work	<ul style="list-style-type: none"> • Demonstrate an active, dedicated commitment to the Carers NSW Mission and 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 	

	<ul style="list-style-type: none"> • Completion of Traineeship requirements on agreed schedule for a Certificate IV Community Services
Quality Improvement	<ul style="list-style-type: none"> • Demonstrates ongoing commitment to the Vision, Mission, 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. • 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"> • Well-developed communication and organisational skills • Strong attention to detail and high level of accuracy in written skills • Administration or Computer skills including proficiency in Microsoft Office programs • Effective time management skills • Strong commitment to teamwork • Ability to follow procedures to grasp new concepts quickly and efficiently • Experience using technology (computers/telephones/software packages) • Willingness to learn and develop new skills and knowledge
Desirable Qualities	<ul style="list-style-type: none"> • Knowledge of the community care and health systems and other programs relevant to carers • Demonstrated experience in telephone support work • Understanding of and commitment to carer issues and needs

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

Employee Signature

Date