


<b>POSITION DESCRIPTION</b>		
<b>Position</b>	<b>Peer Support and Coaching Trainee, Carer Gateway</b>	
<b>Unit</b>	Carer Gateway	
<b>Reporting to</b>	Team Leader, Peer Support and Coaching	
<b>Salary</b>	SCHADS Award, Level 1	
<b>Award conditions</b>	Modern Award Social, Community, Home Care and Disability Services Industry Award (SCHADS)	
<b>Position Statement</b>	This position will assist in the organisation of coaching and support the co-facilitation of peer support, where carers meet in-person to share their experiences, learn from each other and develop networks to help support and connect with one another.	
<b>Accountabilities &amp; Responsibilities</b>		
<b>Peer Facilitation</b>	<ul style="list-style-type: none"> <li>Utilise supportive conversations to give carers the opportunity to explore, understand and reflect</li> <li>Work in liaison with a peer facilitator to participate in peer group and individual work to learn, plan and grow from shared experiences</li> </ul>	
<b>Relationship Development</b>	<ul style="list-style-type: none"> <li>Developing relationships with local organisations to build positive connections to increase peer support referrals to the Gateway.</li> </ul>	
<b>Administration</b>	<ul style="list-style-type: none"> <li>Assist with the general administration of the Peer Support and Coaching Team.</li> <li>Print and prepare program materials as directed by Team Leader</li> <li>Assist with venue and travel management bookings as directed by Team Leader</li> <li>Liaising directly with carers to coordinate individual needs when attending group sessions</li> <li>Data entry in CRM system, ensuring spreadsheets and group attendance records are accurately updated</li> </ul>	
<b>Organisational citizenship and team work</b>	<ul style="list-style-type: none"> <li>Demonstrate an active, dedicated commitment to the Carers NSW Mission and Vision, and core principles</li> <li>Actively seek to understand, communicate and support Carers NSW vision and organisational goals to all stakeholders, internally and externally</li> <li>Ensure a high level of confidentiality and integrity, liaise with others in a professional, respectful and constructive manner</li> <li>Participate in Carers NSW initiatives, projects and events</li> <li>Attend staff meetings and unit meetings</li> <li>Support volunteers who assist in the work of the unit</li> <li>Assist in cross-unit project activity</li> <li>Assist with the general operations of the organisation</li> </ul>	
<b>Professional development</b>	<ul style="list-style-type: none"> <li>Attend relevant group seminars and training sessions</li> <li>Completion of Traineeship requirements on agreed schedule for a Certificate IV Community Services</li> </ul>	

<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Demonstrates ongoing commitment to the Vision, Mission, Values, Strategic Plan, and Business Plan</li> <li>• Understanding and commitment to continuous improvement processes</li> <li>• Understanding of and compliance with Carers NSW Policies and Procedures</li> <li>• Undertakes quality improvements to ensure policies and processes are best practice for quality outcomes to be achieved</li> <li>• Compliance with all other legislative requirements</li> </ul>
<b>Diversity &amp; Inclusion</b>	<ul style="list-style-type: none"> <li>• Has the capacity and understanding to work with and support diverse populations</li> <li>• Recognises the rights of others and respects difference in all its forms</li> <li>• Is committed to social justice and social inclusion</li> <li>• Values diversity as a strength and positively utilises diversity</li> </ul>
<b>Work Health and Safety</b>	<ul style="list-style-type: none"> <li>• Understanding and compliance with all relevant WHS legislation</li> <li>• Take reasonable care to protect your health and safety and the health and safety of others.</li> <li>• Report all safety hazards, incidents, near misses and injuries</li> <li>• Maintain a clean and orderly work area</li> <li>• Actively participate in safety improvement activities</li> </ul>
<b>Selection Criteria</b>	
<b>Essential qualities</b>	<ul style="list-style-type: none"> <li>• Lived experience as a carer</li> <li>• Advanced communication and interpersonal skills</li> <li>• Demonstrated ability to communicate with people from varied backgrounds</li> <li>• Experience using technology (computers/telephones/software packages)</li> <li>• Sound administrative skills including proficiency in Microsoft Office programs</li> <li>• Strong attention to detail and high level of accuracy</li> <li>• Effective time management skills</li> <li>• Strong commitment to teamwork</li> <li>• Ability to grasp new concepts quickly and efficiently</li> <li>• Willingness to learn and develop new skills and knowledge</li> <li>• Strong connections to the community in which you live</li> </ul>
<b>Desirable Qualities</b>	<ul style="list-style-type: none"> <li>• Understanding of and commitment to carer issues and needs</li> </ul>

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

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date