

## Carers WA Job Pack

### Dear Prospective Applicant

Thank you for your interest in the position of **Carer Services Officer**, with Carers WA.

This position is available subject to ongoing funding. The position attracts a salary package between \$70,000 – \$76,000 per annum plus super and salary packaging, 5 weeks annual leave and two wellness days per annum. Package is dependent upon qualifications and experience.

Please find attached the Job Description for the position.

### About Carers WA

Carers WA is the peak body representing the needs and interests of carers in Western Australia and is part of a national network of Carers Associations. Carers provide unpaid care and support to family members and friends who have disability, mental illness, a chronic condition, terminal illness, an alcohol or other drug issue or who are frail aged. Carers WA is the lead Regional Delivery Partner in Western Australia for the new Carer Gateway and Integrated Carer Support Services (ICSS), funded by the Department of Social Services. Commencement of service delivery will begin in April 2020.

### Position Description

The **Carer Services Officer** will support Carers to access and manage carer packages and respite services allocated to carer support plans where need is identified during the intake and assessment process. This position will be responsible for the development and administration of financial and business support functions required to support the coordination, referral and delivery of carer directed funding packages and respite services to carers.

This position will become part of a growing team of up to 15-20 staff members whose role is to support carers to identify their goals and ensure that an appropriate support plan is prepared, implemented and evaluated regularly. You will be required to work successfully within a collaborative, inclusive team environment and communicate professionally and empathetically with carers. The position will also be required to liaise with Carers WA Accounts team and a wide range of partner organisations to ensure a high quality of service delivery to Carers.

### Essential Selection Criteria

1. A relevant qualification (Cert IV Community Services, Diploma Social Sciences, Psychology, Social Work) and a minimum of 3 years of experience in the Community Services sector.
2. Experience in the healthcare sector with intake and management of urgent and planned respite services for clients.

3. Demonstrated experience of coordination, administration and monitoring of client self-directed funding packages.
4. Sound problem solving skills and attention to detail with a high level of competency using computer software including Microsoft Suite, CRM and/or customized client databases.
5. Well-developed communication skills both written and verbal within various communication modes (phone, skype, face to face).
6. Willingness to work flexibly including active participation in change management.
7. Proven competence with person centered practice supporting individuals to increase independence, participation and wellbeing.
8. Understanding and empathy of Carers, health, mental health, ageing and disability issues including Aboriginal, CALD and LGBTIQ individuals and communities.

**Only shortlisted applicants will be contacted for an interview**

Applications must include a covering letter addressing the selection criteria, Curriculum Vitae and contact details of two professional referees. Applications can be submitted online via [www.seek.com.au](http://www.seek.com.au)

Carers WA reserve the right to begin the recruitment process and withdraw the position prior to the close date/time.

Previous applicants need not apply.

**Applications close 12.00pm midday, Monday 25<sup>th</sup> May 2020.**

## Job Description

<b>Position:</b>	<b>Carer Services Officer</b>
<b>Reporting to:</b>	Program Manager
<b>Hours of work:</b>	Full- Time 37.5 hours - Monday to Friday

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**Duties and responsibilities:**

- Coordination of the carer directed package and respite services in compliance with DSS guidelines.
- Ensure all systems, processes and procedures are developed and tested for the implementation and delivery of the carer directed package and respite services.
- Development and implementation of financial and business functions to support the delivery of carer directed packages and respite services.
- Ensure appropriate prioritisation, referral and review for urgent respite services.
- Monitoring of brokerage and service agreements with partner organisations delivering a range of services to carers.
- Conduct referral processes for carer directed package services as identified in the Carer Support Plan.
- Collaborate with partner organisations in Metro, Regional and Remote areas of WA to administer, deliver, monitor and evaluate carer directed package and respite services.
- Administration of Carer directed funding packages and initiate re-evaluations at appropriate times.
- Deliver a carer focused service which consults with carers and involves carers in planning, service delivery and evaluation.
- Actively participate in ongoing professional development and training opportunities.
- Engage in reflective practice within a team environment and actively participate in supervision.
- Comply with organisational policies and current good practice.
- Entering data accurately into Carers WA CRM database.
- Develop and maintain networks for peak carer advocacy.
- Assist with and undertake other duties as determined by the Program Manager.