



Carers WA Job Pack

Dear Prospective Applicant

Thank you for your interest in the position of **Team Leader - Carer Planning and Support Services**, with Carers WA.

This is a full-time position which is subject to ongoing funding. The position attracts a salary package between \$76,000 – \$80,000 pa plus super and salary packaging, 5 weeks annual leave and two wellness days per annum. Package 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 is currently establishing the Integrated Carer Support Services (ICSS), funded by the Department of Social Services. Commencement of service delivery will begin in April 2020.

Position Description

Team Leader - Carer Planning and Support Services will be responsible for providing professional guidance to the carer support planning and service teams. This role will support the program services manager to achieve the operational objectives of the program, and provide leadership and supervision to 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 a wide range of partner organisations to ensure quality services are delivered to carers in Western Australia.

Essential Selection Criteria

1. Demonstrated coaching and leadership skills supporting teams to deliver high quality services to clients within an area of carer, health, aged care, disability or mental health.
2. Exceptional time management skills and the ability to work well in a demanding service delivery environment.
3. Experience in team supervision both individual and group, to facilitate feedback to be given in open and constructive conversations.

4. Experience with development of procedures and workflow for intake, planning and referral processes for clients.
5. Experience of client case management including complaints and incident response.
6. Proven competence with person centred practice supporting individuals to increase independence, participation and wellbeing.
7. Demonstrated capacity to develop and maintain effective relationships with a range of stakeholders.
8. Understanding and empathy of carers, health, mental health, ageing and disability issues including Aboriginal, CALD and LGBTIQ individuals and communities.
9. High level of competency using computer software including Microsoft Suite, CRM and/or customised client databases.
10. Well-developed communication skills both written and verbal within various communication modes (phone, skype, face to face).
11. Willingness to work flexibly including active participation in change management.
12. Current driver's licence.
13. Current Working with Children check (or ability to obtain).
14. National Police Clearance issued within the last three months (or ability to obtain).
15. A relevant qualification and a minimum of 3 years of experience in the Community Services sector.

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

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

Applications close 12.00pm midday, Monday 25th May 2020.

Job Description

Position:	Team Leader – Carer Planning and Support Services
Reporting to:	Program Manager
Hours of work:	Full-time, 37.5 hours per week, Monday – Friday. Weekend and outside of business hours work will be required on occasion.

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Duties and responsibilities:

- Assist the Program Manager to ensure contractual requirements are met by leading and developing a high performing team to deliver Carer Gateway services in compliance with DSS guidelines.
- Lead, mentor and actively participate in reflective practice, meetings and supervision sessions within a team environment.
- Engage with internal services and partner organizations to foster positive and collaborative working relationships that ensure quality services are delivered to Carers.
- Ensure all systems, processes and procedures are developed and tested for the implementation of the planning support and services functions.
- Assist the program manager to develop continuous improvement strategies for Carer Gateway support planning and services.
- Conduct and monitor referral processes to services and supports identified in the Carer Plan.
- Monitoring team performance and development of carer plans and initiating reviews 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.
- 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.

Carers WA Job Description Form	Document Review Date: 5 th March 2020
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