

Carers WA Position Pack

Dear Prospective Applicant

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

This is a permanent, full time position which is subject to ongoing funding. The position attracts a salary package between \$65,000-72,000 p.a., 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 providing a range of support services, supporting carers across Western Australia. Carers provide unpaid care and support to family members and friends who are living with a disability, mental health challenge, long term health condition (including a chronic condition or terminal illness), an alcohol or other drug dependency, or who are frail aged.

Carers WA will support and provide you with:

- Training and development opportunities, pertinent to your role
- Role security and work/life balance
- Career progression opportunities
- A competitive salary, including salary packaging and added leave
- A friendly, supportive and collaborative workplace environment

Position Description

The **Carer Services Officer** will support carers to access and manage carer packages and respite services as identified on the Carer Support Action Plan. This position will be responsible for the coordination and administration of financial and business support functions required to support the referral and delivery of carer directed funding packages and respite services to carers.

This position will liaise with carers, suppliers and the finance support team to manage bookings/funding allocations to match the individual needs identified in the Carer Support Plan. 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 and suppliers to ensure a high quality of service delivery to carers.

Selection Criteria

Essential	1. A relevant qualification (Cert IV Community Services or Business Administration) and/or equivalent experience and competencies.
	2. Experience in the healthcare sector with intake and management of urgent and planned respite services for clients.
	3. Demonstrated organizational skills and experience working in a demanding customer service environment.
	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. Fast and accurate data entry skills.
	6. Proactive attitude and ability to multitask between phones, emails, and scheduling.
	7. Well-developed communication skills both written and verbal within various communication modes (phone, Zoom, face to face).
	8. Willingness to work flexibly including active participation in change management.
	9. Proven competence with person centred practice supporting individuals to increase independence, participation, and wellbeing.
	10. Understanding and empathy of carers, health, mental health, ageing, and disability issues including Aboriginal, CALD and LGBTIQ individuals and communities.

Please note: 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 at Midday on Sunday, 21st February 2021.

Carers WA supports a zero harm workplace culture to all internal and external stakeholders.

Carers WA strives for diversity, inclusion and equality of our community. We seek a workforce that is representative of the communities we work in. We encourage people of all cultures, gender, age, sexual orientation or abilities to apply.

To learn more about working with Carers WA, we encourage you to visit our website.

Position Description

Position:	Carer Services Officer
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:

Role Specific Duties	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.
	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 and deliver, carer directed package and respite services.

	Administration of carer directed funding packages and regular liaison with Carer Support Planners.
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General Duties	Deliver a carer focused service.
	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.

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	3. Demonstrated organisational skills and experience working in a demanding customer service environment.
	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. Fast and accurate data entry skills.
	6. Proactive attitude and ability to multitask between phones, emails, and scheduling.
	7. Well-developed communication skills both written and verbal within various communication modes (phone, Zoom, face to face).
	8. Willingness to work flexibly including active participation in change management.
	9. Proven competence with person centered practice supporting individuals to increase independence, participation, and wellbeing.
	10. Understanding and empathy of Carers, health, mental health, ageing, and disability issues including Aboriginal, CALD and LGBTIQ individuals and communities.

Desirable	An understanding of carers issues and needs
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	Ability to travel regionally (occasionally) if required
	Experience in working for Not for Profit
	Current Working With Children Check

Qualifications and Experience	Cert IV in Community Services or Business Administration and/or equivalent experience and competencies.
	Current C class drivers licence
	National Police Clearance issued within the last 3 months (to be provided upon employment)