

Position Description

Private and Confidential

Young Carer Support Planner

Carer Gateway

Region 3 NSW

The Organisation

LiveBetter Community Services is an organisation formed through an amalgamation of several like-minded, regionally based community service organisations that recognised the need for specialist service provision for the people of regional Australia.

Delivering a range of disability, aged, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers, seeking to meet their needs and preferences. We also assist community members with information, linking and referrals.

The major organisations that merged to form LiveBetter are CareWest [Central West, Orana, Far West, Northern and Riverina Murray regions of NSW], Excelcare [Central Queensland], Age Concern [Albury NSW], Family Link [Wagga Wagga NSW], There4U [Central Queensland], Home and Community Care services [Broken Hill] and Translinc [Central West NSW]. Several other organisations had previously amalgamated with CareWest over the past ten years.

LiveBetter and its antecedent organisations have undergone a period of significant growth, with continuing growth in staff numbers, service capacity and diversity and in geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter's annual revenue is in excess of \$100 million. 80% of revenue comes directly from Commonwealth and State Government funding, with service user contributions and revenue from commercial activities making up the balance.

LiveBetter has around 1,700 staff and 300 volunteers operating homes, day centres, respite cottages, offices and community hubs across Central Queensland and regional NSW.

LiveBetter is positioned as one of the largest regionally-based providers of community services in eastern Australia. LiveBetter remains focused on ensuring programs and services are provided by local staff, and tailored to the individual needs of local people and communities.

Our Purpose: Enabling the people in regional rural and remote Australia to live their best lives.

Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

The Position

Position title:	Young Carer Support Planner
Location:	Wagga Wagga
Job Type:	Fixed Term Full time (30/06/2024)
Reports to:	Program Manager, Carer Gateway Regional Delivery Partner Program
Direct reports:	NIL

Service Description

To improve support for carers, the government has undertaken research and engaged with stakeholders over four years to re-design services. This has resulted in the development of the **Carer Gateway** model. The Carer Gateway introduces a range of tailored carer supports and services designed to reduce carer stress, increase resilience, and help carers plan for the future. The approach includes national and regionally based services.

Under the Carer Gateway a network of **service providers (CGSP)** has been established across Australia to deliver localised and targeted support to carers.

At a national level, some services will be delivered centrally and the system as a whole will be supported by national infrastructure and managed by the Australian Government. National services include:

- the **Carer Gateway** website
- phone counselling
- online self-guided coaching
- an online peer support community forum, and
- online skills courses.

At a regional level, **Service Providers** will respond to the specific needs of their communities by providing:

- a centralised intake and registration process (in Region 3)
- carer support planning
- in-person peer support
- in-person counselling
- carer directed packages
- emergency respite care, and
- in-person carer coaching (to be added to the suite of services in late 2020)

The Region 3 CGSP will cover a large part of regional NSW from the Queensland to Victorian and South Australian borders. The CGSP will provide a centralised intake and registration for all carers in Region 3 based in Orange NSW. Carer assessment, planning, and implementation of services will be carried out by a diverse and mobile workforce located across Region 3. Specialised services will be provided by accredited counsellors, peer support workers and carer coaches (who are carers with lived experience) and will include both paid and volunteer workers.

Following a successful competitive bid process, and in line with its commitment to deliver essential services to regional communities, LiveBetter entered into a contract with the Commonwealth Government to operate the CGSP in Region 3 of NSW in conjunction with its consortium partners, The Benevolent Society and Mission Australia.

LiveBetter is currently implementing the strategies set out in the CGSP Establishment Plan in preparation for full operational readiness and program 'go live' in April 2020.

Key Position Responsibilities

The Young Carer Support Planner fulfils a vital role within the carer Gateway facilitating the Carer Support Planning Process for young carers (14 to 25 years old) who have completed intake and registration, and who require assessment to support them in their young carer role.

Some of the primary responsibilities include:

- Providing primarily phone-based needs assessment using the Carers Star™ which is an evidence-based tool that measures and identifies priority areas for carer support, and assists in determining the services which would benefit the carer (training will be provided). Depending on the carers aged this may be completed in conjunction with a parent or guardian.
- Assisting young carers to identify their strengths and their informal networks, including the resources available to them in their community, which could include social support through youth groups, church and interest groups, specialist peer support, community education opportunities
- Prioritising carer needs using the Carers Star assessment outcomes and working with the young carer to develop a Carer Action Plan outlining the supports the carer may access. The Action Plan may also include the young carer's goals and the practical steps to be taken by the carer to achieve the desired outcomes.
- Assisting carers to access urgent support in a situation where an eligible carer requires emergency respite care
- Coordinating the necessary referrals, negotiating brokerage arrangements with a focus on education and employment opportunities (where required), and directing carers to appropriate services/outlets to obtain the supports they require.
- Referring carers to the Carer Gateway website and the range of online supports available to them through that source including peer support forums, telephone-based counselling, carer coaching and education modules
- Referring carers to the CGSPs in-house Carer Counsellors, Peer Support Workers and Carer Coaches as appropriate
- Coordinating supports designed to meet eligible carer's needs known as Carer Directed Support Packages including establishment of services within a prescribed budget, negotiating carer contribution, supporting the carer to access services, monitoring outcomes including budget expenditure
- Providing direction for carers requiring access to external supports including My Aged Care, NDIS and external service providers
- Providing monitoring and evaluation of the efficacy of the supports provided for the carer
- Engaging with the community care sector and the public to raise the profile of young carers including representing young carers, older carers, LiveBetter and its services at regional events and activities.
- Engaging with specific youth groups and organisations to promote young carers. Partnering to find initiatives to support young carers.
- Completing all necessary administrative tasks associated with care co-ordination and program activities including accurate database entry.
- Actively participating in training and professional development

This role will involve travel.

Risk

All staff must be aware of operational and business risks.

They should:

- Provide input into various risk management activities assist in identifying risks and controls.
- Report all emerging risks, issues and incidents to their manager or appropriate officer.

Background and Experience

The role will require passion & enthusiasm for teamwork and will contribute to a positive organisational culture and take a proactive approach to providing solutions with the carer as priority.

Essential

- Qualifications and training in the Community Services/Youth/Health/Welfare/ Social Services and/or Education fields **or** a minimum of three years' relevant industry experience.
- Ability to undertake complex telephone assessment with younger people to obtain accurate information and prioritise actions.
- Ability to provide superior customer service, with strong interpersonal and communication skills
- Ability to facilitate service coordination and referral pathways, and to negotiate and implement service delivery on behalf of carers.
- Ability to work as part of a team whilst also enjoying the ability to be autonomous in your role.
- Excellent problem-solving skills, and demonstrated capacity to develop flexible solutions
- High level computer skills including client management systems, the Microsoft Office suite of products and the ability to learn new systems when required
- Demonstrated ability to manage and prioritise workload in a constantly changing environment.
- Demonstrated knowledge and understanding of the community care sector, including the complex challenges faced by Young Carers of people with a disability, chronic illness, mental health condition and the aged this could include parents, siblings or extended family members

Desirable

- Demonstrated experience in service coordination.
- Experience with customer management and reporting systems.
- Knowledge of issues for young carers from Indigenous or culturally and linguistically diverse backgrounds.
- Knowledge of issues for young carers living in regional and remote communities.

Other requirements

- Pass a Criminal History Check & pre-employment medical assessment including a drug and alcohol screen.
- Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
- Ability to be flexible with work hours to meet reasonable demands of the position.
- Current Australian Drivers Licence and the ability to travel

Remuneration

This position is remunerated under the *Social, Community, Home Care and Disability Services Industry Award 2010* at a pay point dependant on qualifications and experience. Salary sacrifice opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			