

Position Description

Private and Confidential

Carer Coach - Carer Gateway

Carer Gateway

Region 3 NSW

The Organisation

For over 35 years, LiveBetter Community Services has been delivering specialist service provision for the people of regional Australia. We are a not-for-profit organisation, originally formed through an amalgamation of several like-minded, regionally based organisations, with our head office based in Orange NSW and around 50 homes, day centres, respite cottages, offices and community hubs across Central Queensland and regional NSW.

Currently we deliver more than 80 customer-focused service programs across the aged care, disability, community development, child and family, Out of Home Care, clinical and mental health sectors, from offices and facilities in more than 45 communities. We employ more than 1600 people and 400 volunteers and in the last 12 months we provided care and support to more than 13,000 individuals and families living in regional, rural and remote communities.

Focusing on support in the home, and connections to the community, our approach to service delivery is to work with our customers in a holistic manner, seeking to meet their goals, needs and preferences. We also assist community members with information, linking and referrals.

As the need for community services remains strong, LiveBetter continues its significant growth, with steady 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 more than \$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 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: *We inspire possibility by giving people access to support in their chosen community*

Our Mission: *By connecting capable, passionate and caring locals with those who need support*

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:	Carer Coach - Carer Gateway
Location:	Various
Job Type:	Fixed term full time or part time – 30/06/2024
Reports to:	Program Manager, Carer Gateway
Direct reports:	NIL

Carer Gateway Description

To improve support for carers, the government researched and engaged with stakeholders over four years to re-design services. This has resulted in the development of the **Carer Gateway** model. This 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.

Within the Carer Gateway network of 16 Service Delivery Partners were 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, we respond to the specific needs of our communities by providing:

- a centralised intake and registration process (for Region 3)
- carer support planning
- in-person peer support
- in-person counselling
- carer directed packages
- emergency respite care, and
- in-person carer coaching

As the local Delivery Partner for NSW Region 3 we cover a large part of regional NSW from the Queensland to Victorian and South Australian borders (Primary Area Health districts of Western NSW, Murrumbidgee and South Eastern NSW). We 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 a contract with the Commonwealth Government to operate the RDP in Region 3 of NSW in conjunction with its consortium partners, The Benevolent Society and Mission Australia.

Position Summary

Facilitated coaching is a one-to-one service that is carer led and directed. The coaching service aims to support carers to increase their individual skills, empowering them to find practical, small steps towards self-identified goals. The achievement of taking small steps, one after another, builds momentum, agency, and hope. It involves the carer engaging with a coach to assist them to acquire skills and resilience to help them sustain their caring role. The service duration of facilitated coaching is between one (1) and six (6) sessions and can be conducted face to face, over the phone or over online channels. Over the course of the coaching sessions, the trained Carer Gateway coach will work with the carer to identify their personal goal(s) and to create, implement and maintain an action plan for working towards these goal(s).

Each coaching session focuses on a specific topic that is relevant to the complex life of a carer, and includes information, practical tips, resources, and reflection activities. Coaching is a practical, non-therapeutic service that is not designed as a crisis intervention. It is not counselling. Coaches do not use diagnostic tools or therapeutic interventions. The coaching sessions are conversations about change; what change might look like and how a carer might take steps towards making change.

Key Position Responsibilities

The Carer Coaches fulfil an important role within the Carer Gateway facilitating the Carer Coaching sessions for carers who have completed registration and an assessment with the Carer Support Planner and together they have decided Coaching would be beneficial to the carer.

Some of the primary responsibilities include:

Key Responsibilities:

- Facilitating the program in accordance with training and the Facilitated Coaching Service Guidelines
- Facilitate one-one-one coaching to carers, to achieve the program's required KPI's
- Creating an environment Carers will find welcoming, real, and empowering
- Ensure relationships with Carers are positive and are built on LiveBetter values
- Engaging professionally and positively with key external and internal stakeholders
- Community engagement/ networking and establishing referral pathways
- To work autonomously while also being a supportive and flexible team member
- Build strong connections and partnerships with other services that may support or have contact with carers with shared experiences
- Referring carers to the Carer Gateway website and the range of online supports available to them including peer support forums, telephone-based counselling, self-directed carer coaching and education modules
- Referring carers to the Carer Support Planners, Carer Counsellors and Peer Support Workers as appropriate
- 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 carers including representing carers, older carers, LiveBetter and its services at regional events and activities.
- 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 could involve some travel and appointment out of hours.

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.
- The ability to empower carers to understand their needs/goals and to make decisions and actions independently.
- High degree of emotional maturity and resilience
- Understanding of trauma-informed practices
- Ability to provide superior customer service, with strong interpersonal and communication skills
- 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 Carers of people with a disability, chronic illness, mental health condition and the aged.

Desirable

- Experience in coaching people.
- Knowledge of issues for carers from Indigenous or culturally and linguistically diverse backgrounds.
- Knowledge of issues for carers living in regional and remote communities.

Other Mandatory requirements

- Obtain and pass a National Criminal History Check and Pre-Employment Medical Assessment, including drug and alcohol screening and Working with Children Check.
- Current Australian Driver's Licence.
- 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.

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:			