

Client Support Partner

Carer Gateway



The purpose of this position

The **purpose** of the position is to provide service coordination, conduct assessments, conduct service reviews and making internal referrals for coaching, counselling, and peer support activities for people through the Carer's Gateway program.

About the position

- This position is part of is within Ageing & Carers directorate.
- It's part of the Carer's Gateway team.
- This position **reports to** the Team Leader, Carer's Gateway.
- This position allows for flexibility.
- The position leads a team.
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: Budget holder Has designated revenue or billing targets.
- This position maybe advertised externally as Case Manager.

Key areas of responsibility

- Provide direct support to people who are acting as a carer to meet their diverse individual needs.
- Work in accordance with the Professional Governance Framework to ensure the services and support we provide to our clients and each other are person centred, connected, effective and safe.
- We respect and promote human rights and diversity and are committed to building an inclusive culture. We welcome diversity in all its forms; applications from underrepresented communities are strongly encouraged. We value relationships with our local Aboriginal community and welcome applications from its members.
- We see ability not disability, if you identify as a person with a different ability please get in contact.
- Work with carers to undertake comprehensive assessments to develop, implement, monitor, and review their Carers Star plan using a relationship-centred approach identifying individuals' and families' abilities and goals.
- Establish and maintain network relationships with key agencies, other providers, and referral services including ACATS, GPs, Social Workers, Aboriginal and Torres Strait Islander specific services and ethnic specific/multicultural services.
- Deliver person centred carer supports that is based on a collaborative process with the carer aimed at increasing quality of life.
- Provide coordinated and accountable service delivery under professional supervision including assessment, support planning, monitoring, coaching and evaluation.
- Facilitate informal and formal supports for carers.
- Active participation in a team of Client Support Partners by contributing to collaborative working relationships, team initiatives and professional development.

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- Assist carers to engage with wrap around and/or support services directly, as appropriate.
- Attend review meetings, case conferences, worker meetings and consultation meetings and ensure appropriate documentation is kept.
- Ensure support provided to carers is well informed, accurate and best meets carer needs.
- Ensure service provision is in line with The Benevolent Society's practice frameworks, processes, and business rules.
- Establish and maintain positive working relationships with individual carers and families which reflect consumer directed care principles, their rights, and responsibilities.
- Ensure high levels of customer service in all interactions.
- Advocate for carers and families to enable choice and decision making that supports quality of life.
- Work in accordance with the Professional Governance Framework to ensure the services and support we provide to our clients and each other are person centred, connected, effective, and safe.
- Demonstrated understanding of (and experience working with) contemporary theoretical and practice frameworks in area of service delivery.

Key outcomes

When things are going well, we would expect to see these outcomes:

- Services delivered to carers by the team are effective and in line with organisational and funding requirements.
- Outcomes for carers are maximised through a collaborative approach where practice experience and services across the team.
- The needs of those contacting the service are appropriately assessed, with referral to and/or identification of appropriate services.
- Services are well coordinated, with clear processes and expectations in place.
- Consumers indicate they are satisfied and engaged with their service.
- Consumers are supported in living their best lives within their own home for the entirety of their lives.

Key Capabilities

Essential criteria

- Social Work degree (or working towards) or a degree in a related field and/or experience working within the ageing or disability sectors, including case management experience.
- Demonstrated understanding of contemporary aged and/or disability practice.
- Demonstrated knowledge of the needs of older people and/or people with a disability, and their carers'.
- Excellent computer and communication skills including cross cultural awareness.
- Understanding of the needs of diverse communities such as Aboriginal and Torres Strait Islander, culturally and linguistically diverse (CALD), and gay, lesbian, bisexual, transgender, and intersex (LGBTI) communities.

Key attributes

- Demonstrated experience working with, and/or knowledge of regulatory and compliance frameworks relating to the service.

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- Work with a range of designated carers to support them to navigate and access carer supports and services.
- Strong commitment to customer service and finding solutions to meet consumer needs.
- Demonstrated skill set in coaching individuals to achieve goals.
- Demonstrated understanding of vulnerability and risk indicators relating to the client group of the service.

People who know this position say that

People who know this position say the things that might make your day are:

- Working in a team to be able to achieve positive, effective outcomes for carers or care recipients, particularly where the outcome might not be immediately clear.
- Witnessing carer's quality of life improve with the support of staff leading to better outcomes.
- Being able to influence how work and services are structured and contribute to improving service standards for carers.
- Helping to create a high performing team who are engaged, satisfied and positive.
- Having carers speak positively about their service or provide great feedback about a member of your team.
- Using a system that meet and exceed regulatory and best practice requirements.

People who know this position say some key challenges you might experience are:

- Dealing with expectations regarding services and outcomes, from clients, their family members, funding providers and other stakeholders.
- Not being able to always achieve the most desired outcome for a client.
- Supporting your colleague and clients in emotionally challenging circumstances, while maintaining own wellbeing.
- Balancing competing deadlines and priorities within required timeframes.
- Ensuring that you continue to have a strong understanding of the sector in an environment of rapid and broad change within the sector generally.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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| <input checked="" type="checkbox"/> Overnight travel/stays. | <input checked="" type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input checked="" type="checkbox"/> Evening work. |
| <input type="checkbox"/> Travel to clients (varied locations). | <input checked="" type="checkbox"/> Special event support. |
| <input checked="" type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input checked="" type="checkbox"/> Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

The Benevolent Society

Client Support Partner Carer Gateway



Within The Benevolent Society:

- Other Managers and Team Leaders
- Human Resources, Finance and Property Business Partners
- Allied Health Professionals
- Learning & Development Business Partners
- Administration Staff

Outside The Benevolent Society:

- Carers and Care Recipients
- Families, carers, and other stakeholders
- Community Partners
- Other service providers and agencies