

# Coach - Carer Gateway

This position is within Ageing. It is part of the Carer Gateway team.

This position reports to the Manager

Reporting line may vary depending on location and service size

**Position**

This position does not have any direct reports  This position may have direct reports, positions vary

This position has the following direct reports:

This position is designated Band 7 under the *Schedule of Authorities and Delegations*

This position is a budget holder  This position has designated revenue targets

This position is an Aboriginal & Torres Strait Islander identified position

This position does require a working with children related clearance

**Purpose**

The purpose of this position is to provide carers with the skills to assist them in their caring role, build their capacity to self-identify needs and goals, and enhance their capacity to self-manage and offer support and resources on a wide range of issues related to their caring role.

**Focus**

**To achieve this purpose, the position holder would typically:**

- Provide one-to-one coaching either face-to-face, over the phone or online.
- Undertake assessments to identify carer needs and support.
- Empower carers to take steps towards making positive changes to increase their sense of empowerment and capacity building.
- Assist carers to identify and implement new strategies to support their own wellbeing within the caring role.
- 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.
- Ensure high levels of customer service in all interactions.
- Establish and maintain positive working relationships with individual carers and families which reflect consumer directed care principles, their rights and responsibilities
- Document client services and collect all relevant data in accordance with TBS and Carer Gateway processes and procedures.
- 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

**Outcomes**

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

- Carers are able to access services in a timely way
- Carers feel empowered to identify and action their own needs and goals
- Carers indicate they are satisfied with their service
- Improved outcomes for carers are identified as an outcome of service delivery

**We work collaboratively with others, however this position works close closely with:**

Relationships

Within The Benevolent Society:

- Client Support Partners
- Support Centre
- Other Counsellors
- Delivery partners
- Managers

Outside The Benevolent Society:

- Carers and their families
- Other service providers and agencies
- [anything else]

**To achieve the position purpose and outcomes the position holder will need to have:**

Individual

- Certificate IV in Mental Health, Psychology or Social Work degree.
- Demonstrated skill in coaching individuals to achieve goals.
- Ability to empower carers to understand their needs/goals and to make decisions independently.
- Excellent communication skills across cultural groups with the ability to listen actively without judgement.
- High degree of emotional maturity and resilience.
- Understanding of trauma-informed practices.
- Level of awareness and empathy that allows coaches to work with carers that may challenge their ethical opinions and values.
- Excellent understanding of carers issues in the domains of work and health and how these affect quality of life.
- Experience in professional coaching desirable.
- Ability to articulate and share personal strategies for self-care, safety and wellbeing.
- Knowledge of carer services and common support systems such as NDIS, My Aged Care and relevant mental health services would be advantageous.
- 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.

**This position may require some flexibility in terms of travel or hours of work:**

Travel

- Overnight travel/stays may be required
- Some weekend work may be required
- Some evening work may be required
- Travel between office locations/regions may be required
- Travel to clients (varied locations) may be required
- Use of own registered, insured motor vehicle for business purposes may be required
- Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

**Those with knowledge of this position say the things that might make your day are:**

Context

- Witnessing carer's growing sense of empowerment and capacity to manage own needs
- Supporting carers to be flexible and creative in finding solutions/resources
- Reflecting on positive feedback when suggestions have been helpful
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**Those with knowledge of this position say some key challenges you might experience are:**

- Ensuring self care to prevent burn out
- Managing stakeholder expectations with limited resources
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**Approvals**

<b>Approver</b>	Director, Human Resources	Date: 31 May 2021	Position Code: CG007
<b>Review history</b>	V1.0 Release		
<b>Advertising</b>	Coach, Carer Gateway, ageing, disability		

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.