

Client Support Partner

Carer Gateway



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

Position

- ☒ This position reports to the Manager, Carer's Gateway
- ☐ Reporting line may vary depending on location and service size
- ☒ 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 may require a working with children related clearance

Purpose

The purpose of this position is to provide service coordination, conduct assessments, and carry out coaching and peer support activities for people through the Carer's Gateway program. This position provides direct support to people who are acting as a carer to meet their diverse individual needs. The Client Support Partner works in partnership with carers to enhance their quality of life, connect them with support services, and develop their peer networks.

Outcomes

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

- Consumers are supported in living their best lives within their own home for the entirety of their lives.
- Consumers indicate they are satisfied and engaged with their service
- The needs of those contacting the service are appropriately assessed, with referral to and/or identification of appropriate services
- The Benevolent Society Service models are implemented
- The Benevolent Society services for older people and people with a disability are recognised in the top quartile within the industry for practice.

Relationships

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

Within The Benevolent Society:

- Managers, Deputy Managers, Team Leaders, Client Support Partners
- TBS Support Centre
- Delivery partners
- Learning and Development Team

Outside The Benevolent Society:

- Carers and their families
- Referral agencies
- Medical and Allied Health Professionals
- Regulatory and Complaint agencies

Travel

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

- ☐ 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 consumers (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.

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

- Work with a range of designated carers to support them to navigate and access carer supports and services.
- 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.
- 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.

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

- Certificate IV (or working towards) or a degree in a related field and/or experience working within the ageing or disability sectors.
- 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
- Strong commitment to customer service and finding solutions to meet consumer needs
- Demonstrated skill set in coaching individuals to achieve goals
- Previous experience in a high volume customer service role would support success
- Excellent 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
- Demonstrated computer skills including Microsoft Office

Context	Those with knowledge of this position say the things that might make your day are:		
	<ul style="list-style-type: none"> • Witnessing carer's quality of life improve with the support of staff leading to better outcomes. • Having consumers choose The Benevolent Society services because they are seen as services of excellence. • Supporting consumers to be flexible and creative to find solutions to consumers' needs. • Implementing systems that meet and exceed regulatory and best practice requirements. 		
	Those with knowledge of this position say some key challenges you might experience are:		
	<ul style="list-style-type: none"> • Managing stakeholder expectations with limited available resources. • Managing your own time in an environment with competing priorities. • Ensuring that you continue to have a strong understanding of the sector in an environment of rapid and broad change within the sector generally 		

Approvals	Approver	Director, Human Resources	Date	17 January 2020	Position Code	ADS021
	Review history	V1.0 Release				
	Advertising:	Case manager, Carer’s 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.					