

Position Description

Title	Carer Support Group Facilitator
Business unit	Alcohol and Other Drugs, Mental Health, and Carers Tasmania
Location	As per employment agreement
Employment type	Casual
Reports to	Senior Assessment and Planning Officer

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Carer Support Group Facilitator is responsible for facilitating in person peer support groups in the allocated region. This includes assisting with planning outlines for groups, building partnerships and referral pathways. Additionally, this role will be responsible for training volunteers to ensure the group can operate effectively once established or ongoing.

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Team Leaders and Program Manager
- Assessment and Planning Officers
- Uniting employees, volunteers, students & contractors
- Uniting Corporate, Support Services and Mission divisions

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External

- Carers, Care Recipients, and their families
- Local Community Providers
- Brokered contractors
- Peak Bodies
- Carer Gateway Lead Consortia Partner (Merri Health) and other Consortia Members
- Networks

4. Key responsibility areas

Service delivery

- Deliver support programs in accordance with training and the relevant program guidelines.
- Facilitating local carer peer support groups, including training volunteers, and promotional activities.
- Facilitate carer learning from their peers through the sharing of lived experiences.
- Provide facilitation, moderation, and skills development to enable the potential for self-guided peer support sessions.
- Co-facilitate with another peer if required.
- Evaluate the effectiveness of the in-person peer support sessions.
- Develop partnerships with local agencies to establish ongoing promotional activity and warm referral processes for carers interacting with those organisations.
- Collaborate with carers in service planning to ensure service/program is consumer centric.
- Comply with organisational policies, guidelines, relevant legislation, and best practice.
- Ensuring client data is promptly and accurately entered into the CRM (DC2Vue).

Data Reporting and Compliance

- Timely and accurate management of client information including progress notes and attendance.
- Assist with data collection tasks as negotiated.
- Report any incidents or risks into our risk mitigation system (RISKMAN).

Teamwork and Communication

- Develop strong team relationships, fostering positive relationships with colleagues and across departments.
- Collaborate with other team members to ensure integrated and coordinated approaches to addressing client needs.
- Participate in other team projects/activities relevant to the position as required.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

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- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organization

5. Person specification

Qualifications

- Although not an essential requirement, a relevant qualification will be highly regarded. With candidates possibly having an educational background in social work, counselling, community, or healthcare services.

Experience

- Effective communication in delivering information in specific regional and community settings (previous group facilitation skills will be an advantage).
- Lived experience as a family member/carer of a person with a disability, medical conditions, mental illness or who are frail aged, and the ability to utilise this experience constructively for the benefit of others.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Consumer Centeredness** – foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers.
- **Stakeholder Relationships** – Strong negotiation and influencing skills; ability to engage, build and maintain strong, mutually beneficial relationships with stakeholders; track record of being able to sustain positive, collaborative and effective relationships; capacity to position Uniting as a trusted advisor to peak bodies and key stakeholders in the sector including government and funding bodies; promotes harmony and consensus through diplomatic handling of disagreements; builds trust through consistent actions, values and communication.
- **Communication** – Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills; high level written and verbal communication skills; ability to conduct presentations; ability to prepare high quality business cases and reports.
- **Administrative skills:** Excellent organisational skills; High level of attention to detail and accuracy; experience in handling sensitive information and maintaining privacy; knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems; high level computer literacy skills including demonstrated experience in Microsoft Office; well-developed literacy and numeracy skills.
- **Technical knowledge:** Knowledge of community services and supports available to carers and people they care as well as referrals pathways (i.e., MyAgedCare, National Disability Insurance Scheme; demonstrated understanding of legislation, programs guidelines and community services and supports for carers.

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: