

Client Support Partner

Carer Gateway

Position

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

- 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.

Focus

To achieve this purpose, the position holder would typically

- 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.

Outcomes	When things are going well we would expect to see these outcomes:	
	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Managers, Deputy Managers, Team Leaders, Client Support Partners • TBS Support Centre • Delivery partners • Learning and Development Team 	Outside The Benevolent Society: <ul style="list-style-type: none"> • Carers and their families • Referral agencies • Medical and Allied Health Professionals • Regulatory and Complaint agencies

Individual	To achieve the position purpose and outcomes the position holder will need to have:	
	<ul style="list-style-type: none"> • Tertiary qualifications or be enrolled in the area of social work, welfare, related discipline or Certificate IV (or working towards) extensive experience • Demonstrated understanding of the needs of carers of older people, chronically ill, people with a mental illness and people with disabilities. • Strong commitment to customer service and finding solutions to meet consumer needs • Experience in assessing the needs of clients. • Demonstrated experience in community care and/or community information services. • 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 	

Travel	This position may require some flexibility in terms of travel or hours of work:	
	<input type="checkbox"/> Overnight travel/stays may be required <input checked="" type="checkbox"/> Some weekend work may be required <input checked="" type="checkbox"/> Some evening work may be required <input checked="" type="checkbox"/> Travel between office locations/regions may be required <input checked="" type="checkbox"/> Travel to consumers (varied locations) may be required <input checked="" type="checkbox"/> Use of own registered, insured motor vehicle for business purposes may be required <input checked="" type="checkbox"/> 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.	

Context

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

- 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:

- 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.