



Date: October 2017

JOB TITLE: Carer Information and Support Advocate
JOB HOLDER'S NAME: To be advised

REMUNERATION : To be negotiated

REPORTS TO: Secretary CLA

CLA's MISSION

To provide appropriate housing, combined with individual support, to meet the changing needs of adults with an intellectual disability.

To provide support, assistance and advocacy for families of adults with disabilities, and to identify and liaise with appropriate service and accommodation providers on behalf of those families.

ORGANISATIONAL ENVIRONMENT

Community Lifestyle Accommodation Ltd (CLA) is a grassroots, community-based organisation that has arisen to respond to the needs of carers and their sons and daughters with disability. While CLA supports many carers who are aged between 65 and 90 years on the Mornington Peninsula in Victoria, it recognises, and is growing to meet, the needs of many other younger families who are also in urgent need of information, advocacy and support for their children impacted by disability.

POSITION OBJECTIVE

To support carers of people with disabilities to navigate the complex disability support system and get the best outcomes for their sons and daughters through effective, personalised, local information and support, thus improving quality of life for both the carer and the person with a disability. There is a strong focus on supporting the readiness of individuals, families and carers to engage with, or transition to, the National Disability Insurance Scheme (NDIS).

SPECIFIC KEY ACCOUNTABILITIES	KEY TASKS
Provide accurate, timely and relevant information to individual carers.	Ensure an up-to-date knowledge of: <ul style="list-style-type: none"> • The NDIS and how it operates • Local generic and specialist service options • Government pensions and individual entitlements Provide information to carers that meets individual or group requests or that responds to an identified need

Provide meaningful Support to Carers	Support carers, on request, with: <ul style="list-style-type: none"> • Interactions with Government agencies • Access to and/or negotiations with Service Providers • Peer support and Carer Advocacy • Pre-planning and planning for the NDIS
Facilitate carer forums and workshops	Convene carer forums with a view to: <ul style="list-style-type: none"> • Providing information • Ensuring opportunities for interaction with each other carers • Developing proposals and solutions to key issues facing carers

GENERIC ACCOUNTABILITIES	KEY TASKS
Occupational Health and Safety	<ul style="list-style-type: none"> • Comply with safe work procedures • Report workplace hazards, incidents and issues to the Board of CLA
Continuous Improvement	<ul style="list-style-type: none"> • Continually review and assess the progress of the initiative, providing regular feedback to the Board of CLA on outcomes and opportunities to improve the project
Cultural and Linguistic Diversity	<ul style="list-style-type: none"> • Undertake all interactions with carers, and their sons and daughters, in a culturally sensitive manner that takes account of their unique cultural and linguistic needs
Data Collection and Reporting	<p>Data will be collected, analysed and reported on as agreed with the Board and as documented in the Project Plan.</p> <p>Brief monthly written reports will be provided to CLA Board and the SMPUC representative one week prior to Board meeting. The incumbent will also present quarterly reports to the board in person.</p>

REPORTING RELATIONSHIPS:

The Carer Information and Support Advocate reports directly to the board of CLA.

CONTACTS:

The Carer Information and Support Advocate has contact with a wide range of people. These include carers, their sons and daughters with disability, Government and Service Provider staff and other professionals.

PROBLEM SOLVING:

Problem solving in this position requires creative thinking, analytical and evaluative techniques and the ability to adapt to new situations as they arise. It involves thoughtful, empathetic and responsive interactions with carers and others in the community.

BOUNDARY CONSTRAINTS:

The incumbent will not make contact with the press or provide any social, print or other media statements without the prior approval of the Chairman or Secretary of the Board. Any legal matters will be referred to the Board for consideration.

KEY SELECTION CRITERIA		
	Qualifications	While a relevant tertiary qualification would be welcome, strong experience in working in the Disability or Community Service industries would also be welcome.
	Managing Relationships	Experience in developing and sustaining relationships with stakeholders such as carers, people with disability, and other service providers.
C O R E K N O W L E D G E & S K I L L S	Communication	Highly developed interpersonal and communication skills. Capacity to prepare reports and correspondence in clear language and the ability to present information in a manner appropriate to the purpose and audience.
	Financial Management	Ability to manage within an agreed budget
	Professional & Positive Work Ethic	Possession of drive and commitment demonstrated by enthusiasm for the role and a capacity to work as a solo worker.
	Knowledge of the Disability Service Environment	Knowledge of relevant legislation, funding, service provision and the NDIS
	Other Essential	Current National Police Check Current Working with Children Check Current full Drivers Licence

PAYMENT AND CONDITIONS

- 15 hours per week, specific hours to be negotiated
- Salary based on Social, Community, Home Care and Disability Services Industry (SCHCDSI) Award 2010, Social and Community Services Employee Level 4 or 5 dependent on the incumbent's qualifications and experience
- Overtime and flexible hours are negotiated in advance with the Secretary of CLA
- Continuation of this position is dependent on receipt of on-going funding. This position is therefore subject to a limited-term contract to be finalised on 31/03/2019.
- Every attempt will be made to secure ongoing funding and to increase hours of work if additional funding is made available.

2017 – 2018 ROLE CONDITIONS

- The role of the Carer Information and Support Advocate is subject to time-limited funding, currently 18 months.
- Project establishment work will be a key component of this position, particularly in the early stages
- The role will benefit from external supervision mentoring and support, particularly in the first few months
- The project will be subject to an independent evaluation

Signed (Employee): Date:

Signed (Employer): Date: