

Family Carer Support Officer

Brisbane South Office

1/1414 Logan Road, Mount Gravatt East, QLD, 4122

Tel: (07) 3723 5001



Carers Queensland provides a range of support services to caring families and aims to improve the quality of life for all caring families throughout Queensland.

The person who is successful in this position needs to share the values and philosophies of Carers Queensland and fulfil all legal and statutory requirements associated with this role.

Family Carer Support Officer	
Reports to	Team Leader, Brisbane South
Direct reports	Nil
Indirect reports	Nil
Hours of employment	24 hours per week contracted to 2 March 2018
Salary Award Level	Level CSW 5.1 of the Transitional Pay Equity Order (TPEO) dated 1 December 2012

1. Purpose of the Position

The position will actively support the Team Leader to assist carers to achieve their goals and to ensure that they have access to appropriate supports and coordinated services.

- To ensure that services provided are coordinated and carer focussed
- To ensure that carers have opportunities to connect with one another through carer support groups, social activities, workshops and other relevant events
- To ensure that family carers are actively involved and integral to the decision making process regarding planning and implementation of services which impact upon them
- To support and strengthen carers' capacity to make informed lifestyle choices
- To advocate for change within service systems to address the needs of carers
- To actively involve carers in the issues which affect their lives by focusing on the relationship between individual carers and groups and the institutions which shape their everyday experience
- To maintain a proactive community development approach to carer issues ensuring carers are acknowledged, informed, supported and enabled
- To maximise opportunities for carers to receive appropriate services and supports to assist in their caring role

2. Main Activities

- Provide up-to date information and short term or periodic support to individual carers via phone, face to face and email enquiries
- Respond to carer's identified needs through offering a range of assistance including: internal and external referrals, document support, well researched information, liaison with other agencies, informal advocacy and emotional support

- Host, facilitate and administer carer support groups to meet the needs of carers in the region
- Increase the capacity of carer groups to meet the goals of their members including through shared planning of group activities
- Assist in the planning and delivery of a range of social activities and other key events, such as National Carers Week, Seniors Week etc.
- Plan, develop and deliver unaccredited training and workshops to carers to build knowledge and skills relevant to the caring role
- Respond to enquiries and conduct interviews in preparing carer applications for the NILS (No Interest Loan Scheme) in the region, in liaison with Team Leader and FSCOs
- Prepare and distribute newsletters and flyers on issues and events of interest to carers in the specific locality, including updating the Brisbane South regional Facebook page
- Enter data (contact with carers, activities completed) into the Carers Queensland database in an accurate and timely way and provide reports as required by the Team Leader
- Promote Carers Queensland services and programs through interagency/network meetings, presentations to community groups, expos and hosting information tables within the region
- Educate service providers, other agencies and the general community about Carers Queensland and carer issues.

3. Performance targets

Performance targets will be determined by the Manager, Client Services South/West and Team Leader in consideration of the following:

- Requirements of the funding body
- Consistency with Carers Queensland Strategic Plan and the Operational Plan

4. Grading level

CSW 5.1 of the 'Transitional Pay Equity Order' (TPEO) dated 1/12/2012