

Family Carer Support Officer (inclusive of CALD)

Cairns Office

1/320 Sheridan Street, North Cairns, QLD, 4870

Tel: (07) 4031 0163



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 (inclusive of CALD)	
Reports to	Team Leader, Cairns
Direct reports	Nil
Indirect reports	Nil
Hours of employment	Full-time hours contracted to 30 June 2018
Salary Award Level	\$77,073.17 per annum Level CSW 5.1 of the Transitional Pay Equity Order (TPEO) dated 1 December 2012

1. Purpose of the Position

The Family Carer Support Officer role will support all carers, however offering specific support to people from a Cultural and Linguistically Diverse (CALD) background.

- To provide needs assessment and client service coordination to individuals from a CALD background who may be eligible for Queensland Community Care (QCC) services.
- To ensure that services provided are coordinated and consumer focused.
- To ensure that carers have opportunities to connect with one another through Carer Support Groups, social activities and individual support pathways.
- 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 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 that carers are acknowledged, informed, supported and empowered.
- To maximise appropriate services and support for carers.
- To provide CALD specific information, education, training and resources to other QCC service providers, statutory and non-statutory providers and community agencies.

2. Main Activities

CALD Program specific activities

Client Care Coordination

- Ascertain eligibility for Queensland Community Care and Carers Queensland services through an initial screening process
- Conduct an assessment of eligible clients and their carers and develop a needs-based care plan to meet the identified needs
- Liaise with QCC and other service providers to ensure the effective delivery of the care plan
- Advocate, on behalf of the client and their carer, with other service providers to ensure that the client has access to the range of services required to meet their identified needs
- Review the care plan where appropriate and amend to meet the current needs of the client and their carer as necessary
- Maintain client files and up-to-date electronic data records

Information and promotion

- Promote the CALD Program and Carers Queensland to CALD representative organisations, QCC service providers, statutory and non-statutory agencies and the community
- Establish referral pathways with relevant organisations & services
- Develop and deliver information sharing sessions to various groups and agencies re various diversity issues
- Deliver Cultural Awareness Training to other organisations in the community, both service providers, communities and organisations that work with CALD clients
- Establish and maintain professional relationships with local representative organisations, ethno-specific and multi-cultural groups and service providers to raise the profile of CALD clients and their carers

Family Carer Support Officer – general activities

- Support the Team Leader in facilitating monthly Carer Support Groups to meet the needs of carers in the region
- Increase the capacity of groups to meet the goals of their members
- Assist with the planning and delivery of workshops; social activities and other events for carers
- Respond to phone and drop in enquiries by providing information; referrals and/or short term assistance to carers
- Provide support to carers who need short term, ongoing or periodic assistance from a Family Carer Support Officer to organise and co-ordinate community care services
- Conduct interviews and prepare submissions for No Interest Loan Scheme when capacity exists.

- Contribute to the local quarterly newsletter
- Enter data (carers seen, activities completed) into the Carers Queensland database in an accurate and timely way
- Educate service providers, other agencies and the general community about Carers Queensland and carer issues
- Work from a person centred framework, encouraging carers to identify their issues and empower them to achieve solutions through community networks

3. Performance targets

Performance targets will be determined by the Manager, Client Services North 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