



## CARERS' COORDINATOR/ LOCAL CONNECTOR

### Position Description

June 2018

**Reports to:** Client Services Manager

**Hours:** Full Time

**Status:** 24-month contract

**Salary and Award Conditions:** As per the Social, Community, Home Care and Disability Services (SCHCDS) Award, Level 4, pay point in accordance with applicant's skills, knowledge and experience. Multicultural Care provides generous salary packaging.

#### Organisation Overview:

Multicultural Care (MC) is a not-for-profit, secular, community organization, specializing in home and community-based support services for frail-aged people, people with disability, and their carers, from culturally and linguistically diverse (CALD) backgrounds.

We provide a range of services and supports across Sydney's Inner West, South West and South East, including:

- Home Care Packages
- Short Term Restorative Care Packages
- Commonwealth Home Support Program services
  - Respite (in-home, community, and centre based)
  - Domestic Assistance
  - Transport
  - Personal Care
  - Occupational Therapy
- Veterans Home Care (VHC)
- ComPacks provider panel
- NDIS Supports
- Art Therapy Sessions for older people
- Multicultural Weavers Project – one-on-one peer support for carers, commencing July 2018.

All our services are aimed at:



- Assisting people to remain living at home as independently as possible for as long as possible;
- Providing clients/participants with choice and flexibility in the way that care, and support is provided;
- Enabling carers to maintain their caring relationships by providing respite, access to information and other support.

MC clients and participants are from many diverse cultures and social backgrounds and we ensure they are treated with respect and that their privacy, health, wellbeing, and cultural/linguistic needs are primary considerations.

MC receives funding from the Australian Government Department of Health, Australian Government Department of Social Services, Department of Veterans Affairs, and NSW Department of Family and Community Services.

#### **Role Description/Purpose Statement**

Working closely with the Client Services Manager, this role is responsible for establishing and coordinating a new FACS funded carers' peer support program, to be run as an action research trial project over two years.

The project involves adapting, establishing, and evaluating the *Weavers* one-on-one model of peer support, which is delivered by volunteers with lived experience of caring over a 12 to 20-week period. The project is specifically aimed at carers from CALD backgrounds.

Through the peer support model, CALD carers will be supported in a variety of ways, including:

- Navigating and negotiating formal and informal supports
- Addressing issues of guilt, grief, and loss associated with caring
- Increasing community connections
- Finding ways to look after their own health and wellbeing
- Building the capacity and confidence to engage with service providers and the service system
- Building resilience

The project will be delivered in partnership with The Australian Centre for Social Innovation (TACSI), the designers of the *Weavers* model. Ongoing and final evaluation is a critical project deliverable. Therefore, data collection, evaluation and reporting will be the crucial aspects of this role.



The Carer's Coordinator (**also referred to as a Local Connector**) will use project management and organisational skills to establish and coordinate the project, which is based in Sydney's Inner West. In collaboration with the Client Services Manager and People & Culture Advisor, the Coordinator/Local Connector will recruit, train and support a team of bi-lingual volunteers, and match them with carers who would benefit from one-on-one peer support. The Coordinator will receive training, resources and expert guidance from our project partner TACSI, an external researcher, as well as internal line management support.

All MC staff are expected to work in-line with the funding body's requirements, relevant government guidelines, legislation, WHS requirements, and Multicultural Care's vision, mission, code of conduct and policies & procedures.

#### **Key Relationships:**

##### ***Internal***

- Client Services Manager
- Business Development Manager
- People & Culture Advisor
- Bi-lingual volunteers
- MC Case Managers and Coordinators

##### ***External***

- TACSI Senior Social Innovator & Coordinator
- Promoters – services and organisations in contact with current and former carers
- External Researcher (to be contracted by MC)

#### **Key Accountabilities:**

##### **Project Development & Coordination**

1. Establish the Multicultural Weavers Project in line with the Project Plan and funding body requirements. Ensure services are delivered efficiently and effectively in a timely manner.

##### **Carer Support**

2. Ensure carers receive full support that is appropriate to their individual strengths and needs, with an emphasis on wellness and enablement for carers and the person being cared for.

##### **Team recruitment, training and support**

3. In collaboration with the People & Culture Advisor, recruit, train and support the team of



bi-lingual volunteers.

#### Project/Service Evaluation

4. Monitor and evaluate the implementation, delivery and outcomes of the project using an evidence-based approach.

#### Values and Conduct

5. Positively and constructively represent MC in all opportunities, role modeling the Code of Conduct and actively supporting the mission, vision and values.

KRA 1:	Key Activities	Measures
Project Development & Coordination		
1. Establish the Multicultural Weavers Project in line with the Project Plan and funding body requirements. Ensure services are delivered efficiently and effectively in a timely manner.	<ul style="list-style-type: none"> <li>▪ In conjunction with senior management, participate in the initial prototype design and planning workshop facilitated by TACSI.</li> <li>▪ Participate in two-day train-the-trainer Local Connector training, facilitated by TACSI.</li> <li>▪ Develop and create program information for carers and volunteers in appropriate formats.</li> <li>▪ In conjunction, with the Business Development Manager, promote the Multicultural Weavers Project using a variety of media and community engagement methods.</li> <li>▪ Actively engage and build relationships with '<b>promoters</b>' – local services/organisations who may refer carers and potential volunteers.</li> <li>▪ Build internal relationships with MC Case Managers and Coordinators to encourage and promote internal referrals.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Multicultural Weavers Project established in line with Project Plan</li> <li>▪ Meet agreed targets for the number of recruitment and engagement activities and events</li> <li>▪ Engage at least 10 external Promoters over the life of the project</li> <li>▪ 100% of complaints handled in line with policies and procedures</li> <li>▪ 100% of incidents</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Coordinate the program on a day-to-day basis, including implementing agreed evaluation methods.</li> <li>▪ Recommend and drive ongoing improvements to the model to achieve the best outcomes for carers and volunteers.</li> <li>▪ Provide regular progress reports and updates.</li> <li>▪ Provide reports for internal project reviews in June 2019, and December 2019.</li> <li>▪ Close off the project in June 2020, including transitioning staff and volunteers to other services/projects and preparing final reports.</li> <li>▪ Participate in organisational risk and compliance activities and quality management reporting as required.</li> <li>▪ Handle and escalate complaints, incident reports and feedback in line with organisations policies and procedures.</li> <li>▪ Participate in the development and application of service policies and procedures.</li> <li>▪ Utilize client management systems (such as TCM) as directed to improve efficiency and effectiveness of service administration.</li> </ul>	<p>handled in line with policies and procedures</p> <ul style="list-style-type: none"> <li>▪ 100% of compliance and quality reporting completed in line with policies and procedures</li> <li>▪ All project reports generated and submitted to management as required</li> </ul>
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<b>KRA 2:</b> <b>Carer Support</b>	<b>Key Activities</b>	<b>Measures</b>
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<p>2. Ensure carers receive full support that is appropriate to their individual strengths and needs, with an emphasis on wellness and enablement for carers and the person being cared for.</p>	<ul style="list-style-type: none"> <li>▪ Receive and action referrals for the Multicultural Weavers Project.</li> <li>▪ Conduct Home Visits for the purposes of assessment and providing carers with program information.</li> <li>▪ Match carers with a bi-lingual volunteer, as far as possible matching carers and volunteers who share similar caring experiences, language, cultural background and gender.</li> <li>▪ Ensure that carer and volunteer safety hazards are assessed and take steps to minimise, control or eliminate identified risks.</li> <li>▪ Maintain carer records in the appropriate format, including the use of the TCM data base or another database as required.</li> <li>▪ Monitor and support the peer support match over the agreed period by regular face-to-face and phone support, ensuring health and well-being of both the carer and the volunteer.</li> <li>▪ Provide carers and volunteers with a clear exit point and facilitate the end of the match, ensuring carers are equipped to access further support if needed.</li> <li>▪ Conduct a final evaluation of the match with the carer and volunteer using prescribed tools.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Referrals actioned within 24 hours</li> <li>▪ TCM data are of a high calibre</li> <li>▪ 100% carer assessments completed within program requirements</li> <li>▪ 100% of carer/volunteer risk assessments completed in line with policies and procedures</li> <li>▪ Support for 15 volunteer <i>Weavers</i> and 35 carers at any one time (at full capacity)</li> <li>▪ Match 70 carers over the life of the project</li> <li>▪ 100% of matches exited by conclusion of the project</li> <li>▪ 100% of final evaluations completed</li> </ul>
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KRA 3: Volunteer recruitment,	Key Activities	Measures
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training and support		
<p>3. In collaboration with the People &amp; Culture Advisor, recruit, train and support the team of bi-lingual volunteers.</p>	<ul style="list-style-type: none"> <li>▪ In conjunction with the People &amp; Culture Advisor develop and create appropriate volunteer interview and screening methods.</li> <li>▪ In conjunction with the People &amp; Culture Advisor conduct ongoing volunteer recruitment.</li> <li>▪ Participate in two-day train-the-trainer volunteer training facilitated by TACSI, and train future volunteers in line with the TACSI training model.</li> <li>▪ Maintain effective, regular communication with volunteers to monitor the match and provide ongoing support.</li> <li>▪ Coordinate volunteer peer support and reflective practice events, such as Learning Lunches. This may involve the participation of TACSI.</li> <li>▪ Conduct volunteer evaluations at the end of each match and collate information.</li> <li>▪ Foster a positive, respectful and hardworking culture that aspires to excellence in customer service and individual and community outcomes.</li> <li>▪ Participate in internal team meetings and events as directed.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Recruit, train and match 25 volunteer <i>Weavers</i> over the life of the project.</li> <li>▪ 100% of volunteer <i>Weavers</i> trained under the model</li> <li>▪ At least 3 Learning lunches held. 80% attendance.</li> </ul> <p><b>Positive:</b></p> <ul style="list-style-type: none"> <li>▪ Employee engagement</li> <li>▪ Carer satisfaction</li> <li>▪ Feedback from Colleagues/team members and volunteers</li> <li>▪ Feedback from Manager</li> </ul>

KRA 4: Project / Service Evaluation	Key Activities	Measures
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<p>4. Monitor and evaluate the implementation, delivery and outcomes of the project using an evidence-based approach.</p>	<ul style="list-style-type: none"> <li>▪ In conjunction with senior management, TACSI, and the external researcher, participate in a one-day workshop to contextualise the program Theory of Change. Contribute to the development of an evaluation framework.</li> <li>▪ Implement tools for data collection and evaluation under the guidance of the external researcher, including pre and post carer surveys.</li> <li>▪ Collate and report survey information.</li> <li>▪ Analyze data and provide reports to management, the external evaluator, and the funding body where needed.</li> <li>▪ Use data to inform continuous quality improvement and the development of good practice.</li> <li>▪ Participate in the independent external evaluation of the project and model</li> </ul>	<ul style="list-style-type: none"> <li>▪ 90% completion rate of both pre and post-match evaluations</li> <li>▪ 100% of reports accurately completed in a timely manner.</li> <li>▪ Data used to analyse outcomes and recommend changes and improvements.</li> </ul>
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KRA 5: Values and Conduct	Key Activities	Measures
<p>5. Positively and constructively represent MC in all opportunities, role modeling the Code of Conduct and actively supporting the mission, vision and values.</p>	<ul style="list-style-type: none"> <li>▪ Ensure own area of work effectively and actively supports MC's mission, vision and values.</li> <li>▪ Positively and constructively represent MC to all external contacts at all opportunities.</li> <li>▪ Commit to and contribute to MC's customer focused culture, ensuring clients' needs and satisfaction are always the priority.</li> <li>▪ Contribute to a workplace free of discrimination, harassment and bullying behaviour.</li> <li>▪ Operate as a team member to achieve team and MC goals.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Must answer office phone within 3 rings</li> <li>▪ Professional development/courses attended</li> <li>▪ Participation in employee engagement surveys</li> <li>▪ Support client/carer/volunteer feedback surveys</li> </ul> <p><b>Positive:</b></p> <ul style="list-style-type: none"> <li>▪ Communication with managers, support staff,</li> </ul>





	<ul style="list-style-type: none"> <li>▪ Undertake professional development to achieve individual, team and MC goals, including developing own technological skills.</li> <li>▪ Take appropriate action to prevent harm to the health and safety of self, other people and/or property.</li> <li>▪ Maintain confidentiality of information always.</li> <li>▪ Ethically and respectfully build and maintain effective working relationships with everyone. Work collaboratively as a team.</li> <li>▪ Adhere to and role model the MC Code of Conduct.</li> </ul>	<p>volunteers, and other colleagues</p> <ul style="list-style-type: none"> <li>▪ Attitude and professionalism towards staff, carers, volunteers, and managers</li> <li>▪ Feedback from colleagues/team members</li> <li>▪ Feedback from carers and volunteers</li> <li>▪ Feedback from manager</li> <li>▪ Performance review</li> </ul>
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### **Skills, Experience and Competencies**

We are seeking an experience and skilled community worker within the Aged Care Sector and who possesses the below key criteria.

#### **Essential Criteria**

- Certificate IV in Aged Care, Health and Leisure, or equivalent qualification or another relevant field experience and qualification
- A genuine passion for providing high quality, person-centered programs, and commitment to the values and philosophies of MC
- Demonstrated understanding of needs and issues experienced by carers from CALD backgrounds
- Strong track record in project management and/or establishing new services
- Strong track record in community engagement and relationship building
- Strong communication skills both verbal and written
- Experience and/or qualifications in Action Research and/or project evaluation
- Ability to lead and support a team of volunteers
- Ability to speak a relevant second language
- High level of personal organization and effective time management skills
- Good administrative and information technology skills- Microsoft Office Suite- Word, Excel, PowerPoint
- Excellent email and letter drafting skills
- Excellent reporting and analytical skills



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- Demonstrated commitment to promoting, and being part of, a cooperative and cohesive team environment and culture

## **Personal Attributes**

- High standard of ethical and professional behaviour
- Adaptable, flexible and confident to work in a new and undefined area
- Strong initiative and drive to shape a new project
- Great people management skills

## **Desirable Criteria**

- Experience and/or training in program co-design approaches
- Skills/qualifications in data analysis
- Current First Aid Certificate or a willingness to obtain

## **Essential Compliance Requirements**

- Satisfactory National Police Certificate (on commencement of employment to be within six months from date of issue), and during employment updated NPC required every three years
- Current motor vehicle driver's licence and safe driving record and access to own vehicle

**Employee Name:** \_\_\_\_\_

**Manager Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Date:** \_\_\_\_\_