

## Cultural and Linguistic Diversity (CALD) Family Carer Support Officer

1/83 West Street, Rockhampton, QLD, 4700 (07) 4921 4486

### **Objective**

Carers provide unpaid care to family members and friends who have a disability, mental illness, chronic condition, terminal illness or who are frail aged. Carers Queensland provides a range of support services for carers and their families (including information, education, training, advocacy and counselling), promotes greater understanding of the carers role and advocates to policy makers on behalf of carers.

This person needs to share the values and philosophies of Carers Queensland and fulfil the legal obligations associated with this role.

This position is based at Rockhampton, Central.

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Job title	Cultural and Linguistic Diversity (CALD) - Family Carer Support Officer
Reports to:	Team Leader, Central
Direct reports:	Nil
Indirect reports:	Nil
Hours of employment	Full time (38 hours per week)
Salary Award Level	Level CSW 5.1 of the 'Transitional Pay Equity Order' (TPEO) dated 1/12/2012

### **Basic objectives of role**

The Family Carer Support Officer role will support all carers, and specifically Cultural and Linguistically Diverse (CALD) clients and their carers. Specific targets will be set for service provision to mainstream carers and CALD clients and their carers.

- To provide client service coordination to CALD clients and their carers.
- To provide CALD specific information, education, training and resources to other HACC service providers, statutory and non-statutory providers and community agencies.
- 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.

### ***CALD specific activities***

#### ***Client Care Coordination***

- Ascertain eligibility for HACC 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 HACC 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.
- Monitor and review the care plan on a regular basis or as requested 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 Initiatives and Carers Queensland to CALD representative organisations, HACC service providers, statutory and non-statutory agencies and the community.
- 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.

#### ***Major activities***

- Work from a person centred framework, encouraging carers to identify their issues and empower them to achieve solutions through community networks.

- Develop the capacity of carers/groups to manage their own affairs and activities.
- Run and administer Carer Support Groups to meet the needs of carers in the region.
- Identify community resources to provide information, training and support to carer groups to assist groups to form, and stabilise.
- Increase the capacity of groups to meet the goals of their members.
- Present Carers Queensland developed training package on key interpersonal skills to carers interested in participating in buddying /mentor opportunities.
- Provide opportunities (e.g. events, meetings, carer support groups) for socially isolated carers to meet and form peer support relationships (buddying/mentoring).
- Recognise the skills and experience of carers who are familiar with the caring role, and offer opportunities for them to share this experience with less experienced carers (e.g. events, meetings, carer support groups).
- 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.
- Provide information and referral to carers who have a range of physical, medical, social and emotional needs, usually regarded as complex needs, and who require comprehensive assessment and formal case management.
- Provide information and short term support to individual carers.
- Administer the NILS (No Interest Loan Scheme) in the region.
- Prepare and distribute newsletters on issues, events, of interest to carers in the specific locality.
- 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.

### ***Performance targets***

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

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

### ***Grading level:***

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