



POSITION DESCRIPTION

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| Position Title: | Carer Liaison Officer |
| Level: | 5 (ILC WA and HSUWA Enterprise Agreement 2016) |
| Special Allowances: | NA |
| Business Unit: | Commonwealth Respite and Carelink Services |
| Reports to: | CRCC Service Coordinator |
| Date Reviewed: | 1 June 2018 |

Independent Living Centre (ILC) Goals and Vision

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| Our Vision | A community where all people can participate and are included |
| Our Mission | To guide people's choices to access assistive technology and services for independence and wellbeing |
| What We Do | <p>We respect people of all ages and abilities including older people, people with disability, their family, carers, service providers and the community.</p> <p>We support people's independence and wellbeing through information, advice, assessment, referral, funding, hire and respite services.</p> <p>We work with people by listening, guiding and linking them to products and services.</p> <p>We collaborate with organisations to offer the best possible service to our consumers.</p> <p>We strive to continually improve the quality of our services by undertaking research and evaluation.</p> <p>We expand knowledge and skills within the sectors we work by providing specialist training, events and consultancy.</p> |

ILC's Overall Objective

The Independent Living Centre WA (ILC) provides information and advice, assessment, training, funding and hire services that enable Western Australians of all ages and abilities to live more independent and fulfilling lives.

Service areas include assistive technology and equipment, home modifications, Noah's Ark WA, occupational therapy driver assessment, carer respite and support, multicultural aged care, Home and Community Care regional assessment and grants and equipment funding.

Competencies

Customer Service

Provides a comprehensive personalised service to customers including consumers, suppliers, stakeholders, service providers and health professionals.

Resource Management

Understands and makes best use of the available resources including personnel, systems, policies, procedures, assets, equipment and information & communication technology.

Team Contributor

Contributes to the overall performance of the team and organisation through communicating and interacting effectively with others.

Personal Awareness

Is self-aware in terms of strengths and weaknesses; understands how own behaviour and actions impact on others and the business.

Position Overview

Commonwealth Respite & Carelink Centres (CRCC) is a national program that provides assessment, information and assistance to carers seeking short term respite care and other supports based on their needs and circumstances.

The Independent Living Centre WA manages the Commonwealth Respite & Carelink Centre for the north metropolitan region of Perth, which extends from Peppermint Grove in the south to Two Rocks in the north and follows the City of Joondalup and City of Wanneroo eastern boundary.

The CRCC service provides information, assessment, referral and uses a brokerage model of service to coordinate short-term or emergency respite that sustains the carer in their caring role. Coordination may include contributing towards the cost of the respite service.

The position is primarily a phone based role with some capacity for networking activities and community engagement.

Key Accountabilities/Duties

1. Undertake assessments and new carer registration over the phone with carers and/or their family members.
2. Assist carers to identify, plan and coordinate their respite breaks based on their individual needs and circumstances. Coordination may include purchase or short-term or emergency respite care.
3. Liaise with service providers regarding their capacity to provide short term or emergency respite services including associated costs.
4. Apply knowledge and understanding of person-centered model of support to facilitate carer choice and control.
5. Identify innovative solutions to respite based on feedback and identified gaps in service.
6. Maintain accurate and timely documentation using CM4 database and relevant internal systems
7. Develop, maintain and apply knowledge of carer support, aged care, disability, mental health and community care sectors.
8. Research and participate in community network and engagement activities that promote the service and assist to identify hidden carers within the community.
9. Promote the philosophy and objectives of the Independent Living Centre WA.
10. Implement and adhere to all policy and procedural requirements of the organisation and funding body guidelines.
11. Undertake other duties as assigned.

| SELECTION CRITERIA: (To be addressed in application) | Essential (E) | Desirable (D) |
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| <p><u>QUALIFICATIONS</u></p> <p>Tertiary Qualifications in social/health sciences or related discipline</p> <p>Cert III, IV or diploma qualification relevant to Human Services or Community Care.</p> <p><u>KNOWLEDGE, SKILLS AND ABILITIES</u></p> <p>Sound knowledge and experience in working with carers of people with diverse needs including disabilities, mental illness, frailty with age, or who required palliative care.</p> <p>Demonstrated experience with intake, assessment, coordination and referral processes within a telephone information and support environment.</p> <p>Demonstrated application of person-centred model of service in a community care environment.</p> <p>Proven experience in liaising, building effective relationships, and negotiating with respite service providers and other key stakeholders.</p> <p>High level verbal and written communication skills, including accurate and timely documentation and data-entry.</p> <p>Demonstrated solutions focussed approach to problem solving.</p> <p>Effective organisational and time management skills and proven ability to work autonomously within a team environment.</p> <p>Working knowledge and proficiency in Microsoft Office applications.</p> <p>Current “C” class driver’s license.</p> <p>Current National Police Check</p> <p>Knowledge of general legislative requirements (Carers Recognition Act, Workplace Safety & Health Act, Privacy Act etc.)</p> | <p></p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> | <p>D</p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>D</p> <p></p> <p>D</p> |