



# Position Description

Position Identification			
Position Title:	[ Carer Coach ]		
Direct Reports	[ 0 ]	Indirect Reports:	[ N/A ]
Position Number: (from HRIS)		Effective Date:	[ March 2024 ]
Location:	[ Chifley Drive, Preston ]		
Scope of Practice:	[ Not Applicable ]		
	Refer to Delegation of Authority Policy		
Agreement/Classification *For HR use only	<b>Merri Health Enterprise Agreement 2021</b> <b>Management &amp; Administrative Officer, Grade 3</b>  <b>Full-time Fixed Term Contract 12 months</b>		
Organisational Context			
Divisional:	[ Healthy Communities ]		
Program:	[ Carer Services ]	Unit:	[ N/A ]
Organisational Chart	<pre> graph TD     Manager[Manager, Carer Services] --&gt; TL1[Team Leader, Carer Counselling and Coaching]     Manager --&gt; TL2[Team Leader, Assessment &amp; Planning]     Manager --&gt; TL3[Team Leader, Assessment &amp; Planning]     Manager --&gt; TL4[Team Leader, Community Engagement]     TL1 --&gt; CC[Carer Coach]         </pre>		
Position Summary			
<p>The Carer Coach supports carers to improve their health and wellbeing through in-person carer coaching, following a coaching facilitating framework. Carer Coaches will deliver up to six sessions of coaching through a variety of modes, including face-to-face, telephone and online.</p> <p><b>Service Description</b></p> <p>Merri Health’s Carer Services Program supports carers in the Northern and Western Metro region of Melbourne. Carers can be parents, partners, spouses, young people and children, other family members, friends or neighbours. A carer provides support to someone who needs help managing at home or in the community because they are ageing, living with disability, a mental illness or a chronic medical condition.</p>			



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We work in partnership with carers to learn about their needs, support them in defining goals and assist with planning for the future. We support carers in their caring roles and aim at maximising carers' health, wellbeing and social connections.

The Carer Services Program delivers carer supports through a range of state and federally funded programs including the Carer Gateway, the Support for Carers Program and the Commonwealth Home Support Program.

## Position Accountabilities

### Responsibilities

Reporting to the Team Leader, Counselling and Coaching, this role:

- Provides in-person coaching to carers in line with the Carer Gateway *Carer Coaching Service Design and Guidelines*.
- Undertakes coaching exploration underpinned by a facilitated coaching process in collaboration with the carer.
- Applies a reflective practice approach that assists carers in building wellbeing, self-development and self-care strategies with the aim of fostering wellbeing and resilience.
- Undertakes goal exploration, SMART goal setting and reflecting / reviewing goals in collaboration with the carer
- Meets targets and KPIs as directed by the Team Leader.
- Undertakes awareness raising through information provision to carers to assist them in navigating community services and supports.
- Upon completion of the coaching sessions, coach organises for carers to have access to the Carer Coaching Feedback Survey
- Participates in ongoing professional development activities such as the Carer Gateway Coaching Communities of Practice, MCS Coaching Reflective Practice Sessions.
- Effectively manages a coaching client case load.
- Maintains comprehensive and up-to-date records and case notes in the client management system.
- Undertakes administrative tasks related to carer coaching.
- Adheres to policy and procedures to ensure best practice approaches are implemented in supporting carers.

### Other Duties

- Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.

### Safety and Risk

#### Occupational Health & Safety (OHS)

- All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health's OHS Frameworks.

#### Physical Inherent requirements (PIR)

- Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions
- Incorporates computer based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes
- Sound upper limb joints, with the ability to withstand repetitive upper limb activity
- May be required to occasionally lift and carry items weighing up to 10kgs



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	<p><b>Quality &amp; Risk</b></p> <ul style="list-style-type: none"> <li>Actively participate in the risk management process including identification and analysis, control of deficiencies and escalating where required.</li> <li>Understand and implement accreditation standards that apply to team and organisation</li> <li>Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements</li> <li>Support staff to understand and apply new and changed policies and procedures.</li> </ul> <p><i>Merri Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, the GLBTIQ community and those living with a disability to join our workforce.</i></p>
<p><b>Capabilities</b></p>	<p>All employees are expected to align their behaviours and utilise capabilities (or 'soft skills') in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Merri Health's Capability Matrix.</p>
<p><b>Key selection criteria</b></p>	
<p><b>Essential</b></p>	<ul style="list-style-type: none"> <li>Tertiary qualifications in social work or equivalent discipline or experience?</li> <li>Sound understanding of coaching principles and approaches including wellbeing coaching, motivational interviewing, solution focused coaching and person centered approach.</li> <li>Experience delivering coaching in the community/health sector.</li> <li>Sound knowledge of the community care sector.</li> <li>Excellent organisational, problem-solving, interpersonal and communication skills.</li> <li>Proficiency in the use of information and communication technologies</li> </ul>
<p><b>Desirable</b></p>	<ul style="list-style-type: none"> <li>Knowledge of Carer Services</li> <li>Knowledge of issues impacting carers from Indigenous, CALD and LGBTIQ+ backgrounds and ability to speak a relevant community language</li> </ul>
<p><b>Checks, Licences and Registration</b></p>	<ul style="list-style-type: none"> <li>National Police check</li> <li>Working with Children check</li> <li>Statutory Declaration</li> <li>Drivers Licence</li> <li>Right to work in Australia</li> <li>Immunisation Category B</li> </ul>