


POSITION DESCRIPTION			
Position	Team Leader, Peer Support & Coaching		
Unit	Carer Gateway NSW 4		
Reporting to	Program Manager, Carer Support & Planning		
Location	Coffs Harbour or Newcastle		
Award conditions	Social, Community, Home Care and Disability Services Industry Award (SCHADS) Level 6		
Position Statement	This position is responsible for overseeing and facilitating In-Person Peer Support and Carer Coaching within the Carer Gateway Service Provider for the NSW 4 service area.		
Police Check Required	Yes	WWCC Required	Yes
Accountabilities & Responsibilities			
Program Management	<ul style="list-style-type: none"> Establish, manage and oversee the activities of the Carer Gateway Service Provider (CGSP) In-Person Peer Support and Carer Coaching teams Ensure that the operation of programs meets the requirements of funding performance agreements and is in line with the Carer Gateway Operating Manual and service guidelines Conducting Peer Support Facilitation and Carer Coaching across the region Evaluate the overall effectiveness of the delivery of In-Person Peer Support and Carer Coaching teams activities Maintain effective data and reporting mechanisms and provide reporting requested by the Executive Management in an accurate and timely manner Work with the Executive Manager to develop program budgets Ensure training and appropriate supports are provided to In-Person Peer Support and Carer Coaching staff and volunteers Ensure that program activities, resources and expenditure are consistent with allocated funding Actively participate in additional projects as required 		
Supervision	<ul style="list-style-type: none"> Coordinate individual work planning and work plan review with all staff in the area of responsibility Monitor the performance of all direct reports on a regular basis and maximise productivity of employees through effective management of time and resources Ensuring clinical supervision is provided to Carer Coaches to maintain the quality and safety of coaching services Arranging and ensuring internal Community of Practice sessions are held Conduct annual performance reviews and the performance management of staff where necessary Work with staff to develop a professional development plan Provide regular supervision to staff and maintain appropriate records Promote a team environment where working relationships are clearly defined and any difficulties are resolved promptly 		

Administration	<ul style="list-style-type: none"> • Responsible for overall management of the administration functions related to In-Person Peer Support and Coaching teams • Responsible for working with the HR department to recruit In-Person Peer Support and Coaching teams, including volunteers • Work with the HR department to ensure that all requirements in regards to leave, employment and other HR records are completed in a timely manner • Develop protocols and procedures that are in line with Carers NSW policies and procedures • Enter required information accurately on database in accordance with minimum data collection requirements. • Collect data and keep records in accordance with any legislated mandatory reporting and privacy laws. • Regularly review and assess program systems and procedures to identify and implement ongoing quality improvements. • Provide regular reports to the Executive Manager Carer Gateway Operations
Organisational citizenship and team work	<ul style="list-style-type: none"> • Demonstrate an active, dedicated commitment to the Carers NSW Vision, and core principles. • Actively seek to understand, communicate and support Carers NSW vision and organisational goals to all stakeholders, internally and externally. • Ensure a high level of confidentiality and integrity, liaise with others in a professional, respectful and constructive manner. • Participate in Carers NSW initiatives, projects and events. • Attend staff meetings and unit meetings. • Support volunteers who assist in the work of the unit. • Assist in cross-unit project activity. • Assist with the general operations of the organisation.
Professional development	<ul style="list-style-type: none"> • Attend relevant group seminars and training sessions • Develop individual program for professional development in consultation with Manager
Quality Improvement	<ul style="list-style-type: none"> • Demonstrates ongoing commitment to the Vision, Values, Strategic Plan, and Business Plan • Understanding and commitment to continuous improvement processes • Understanding of and compliance with Carers NSW Policies and Procedures • Undertakes quality improvements to ensure policies and processes are best practice for quality outcomes to be achieved • Compliance with all other legislative requirements
Diversity & Inclusion	<ul style="list-style-type: none"> • Has the capacity and understanding to work with and support diverse populations • Recognises the rights of others and respects difference in all its forms • Is committed to social justice and social inclusion • Values diversity as a strength and positively utilises diversity
Work Health and Safety	<ul style="list-style-type: none"> • Understanding and compliance with all relevant WHS legislation • Take reasonable care to protect your health and safety and the health and safety of others. • Report all safety hazards, incidents, near misses and injuries • Maintain a clean and orderly work area • Actively participate in safety improvement activities

Selection Criteria	
Essential qualities	<ul style="list-style-type: none"> • Tertiary qualifications in Community or Aged Care, Social Work, Psychology or other relevant discipline. • Demonstrated experience in group facilitation • Knowledge and experience of peer support models and frameworks • Demonstrated strengths-based coaching experience • Demonstrated high level of skills and experience in leadership and management of remote teams. • Strong task delegation skills. • Extensive knowledge in development, implementation and evaluation of direct service delivery programs • Strong strategic and operational problem solving skills • Demonstrated experience in relationship development and management with stakeholders, peak bodies and government organisations • Excellent communication and organisational skills, coupled with highly developed computer literacy skills • Current NSW drivers licence and the capacity to work across regional offices
Desirable Qualities	<ul style="list-style-type: none"> • Certificate IV in Training and Assessment or equivalent (or willing to complete) • Previous experience in the not-for-profit sector. • Experience working with senior and executive management teams • Experience in managing budgets. • Understanding of and commitment to carer issues and needs.

I have read and understand the requirements of this role as described in this document

Employee Signature

Date