

POSITION DESCRIPTION

Position title: Carer Advocate

Time fraction: Full time

Salary Range: \$62,039 – \$80,283

Reports to: Chief Executive Officer

Location: Tandem Office, Abbotsford

1. ORGANISATIONAL CONTEXT

Tandem was established in 1994 and is the Victorian peak body for mental health families and carers. Tandem is a not-for-profit, community based organisation. Tandem promotes and advocates for family and carer involvement in treatment and recovery of people living with mental health challenges, family and carer participation in planning, delivery and evaluation of mental health services and appropriate support for families and carers. Our principal areas of work are: systemic advocacy, contributing to mental health policy development, information provision, development, delivery and promotion of family inclusive training for the mental health workforce, support and training of the Carer Lived Experience Workforce, participation in the DHHS NDIS Transition Group and administration of the Victorian Carer Support Fund.

2. SCOPE OF THE POSITION: CARER ADVOCACY

Tandem recognises the need to provide innovative advocacy to improve the wellbeing of the families, friends and supporters (carers) of people living with mental health challenges. The Carer Advocate position will provide accurate up-to-date information, compassionate support, and timely referral, whilst also offering carers and families the additional support of a 1:1 skilled advocate.

Tandem is seeking a highly motivated, skilled and appropriately qualified person with a sound knowledge of advocacy, the mental health system and the issues that impact on families, friends and supporters.

This position is initially for a period of 12 months, and will continue dependent upon funding.

3. KEY RESPONSIBILITY AREAS

The role will primarily involve delivery of telephone support to mental health carers around Victoria who are facing complex situations involving the mental health system, and who would benefit from the experience and knowledge that an Advocate can provide, with a view to enabling mental health carers to achieve better outcomes within the mental health system.

The Carer Advocate needs to be competent in:

- Dealing with complex and sensitive issues.
- Providing detailed advocacy responses.
- Effectively triaging complex carer issues and ensuring referral is made to additional appropriate carer supports.
- Representing carers and Tandem in a professional and appropriate manner.
- Preparation of reports and briefings.

4. DUTIES

4.1 Intake and Information Systems

- Accept referrals.
- Maintain and operate quality information resources to ensure provision of accurate and current information.
- Set and maintain clear procedures and practice regarding the operation of the Advocacy Service and keep appropriate records.

4.2 Advocacy

- Ensure that carers understand their rights and responsibilities under relevant legislation and service policies and procedures.
- Advocate effectively on behalf of Carers through negotiation and representation as required.
- Impart advocacy tools to Mental Health Carers to empower them to advocate effectively on their own behalf.
- Ensure that the advice and assistance provided is legally correct and in accordance with Mental Health Act and other relevant legislation.
- Provide referral to complementary services for carers with other needs
- Identify and report on systemic issues.
- Undertake casework and case recording, report results to CEO regularly as required.

4.3 Representation

- Represent Tandem in forums and meetings as requested.
- Develop clear position papers in response to advocacy issues.

4.4 Other

- Carry out all duties in a safe working manner in accordance with Tandem policies and procedures, and legislative frameworks.
- Maintain professional knowledge and qualifications, and be aware of statutes that may have special pertinence for their individual practice.
- Other duties as required.

5. KEY SELECTION CRITERIA

Essential

- Relevant tertiary qualification
- Demonstrated experience providing advocacy advice, information, and provision of direct casework within the mental health service and public arenas.
- Experience interpreting legal material; familiarity with mental health and other relevant legislation.
- Advanced knowledge of the Victorian mental health system.
- A commitment to social justice and the rights of carers of people living with mental health challenges.
- High-level negotiation skills, and experience in conflict resolution.
- Experience dealing with a diverse client mix including carers with complex needs.
- Ability to develop key relationships and work collaboratively with state-wide stakeholder groups.
- Ability to identify a range of issues requiring referral, and refer appropriately.
- Demonstrated experience in the preparation of position and briefing papers as required.
- A current Victorian Drivers Licence.

Desirable

- Lived experience as a mental health carer.

6. REMUNERATION & CONDITIONS OF EMPLOYMENT

Salary and conditions

The position is SCHADS Level 4 – Level 7, or equivalent. Salary will be in the range of \$62,039 – \$80,283, depending on experience. Salary packaging is available.

Additional requirements

- A probationary period of three months will apply.
- Police checks are mandatory for all new appointments.
- A working with Children Check will be required.

6. FURTHER INFORMATION & TO APPLY

For further information, please contact Anne Finch on (03) 8803 5511 or anne.finch@tandemcarers.org.au

Written applications addressing the Key Selection Criteria, accompanied by a current Curriculum Vitae, and listing three referees, should be sent to:

info@tandemcarers.org.au

Applications close 5 May 2017.