

<b>POSITION</b>	<b>Family Consultant (North East Region)</b>	<b>STATUS</b>	Part time, 0.6 FTE
<b>REPORTS TO</b>	Elder Clinical and Program Lead	<b>LOCATION(S)</b>	North East region

#### BETTER PLACE AUSTRALIA

Better Place Australia has a vision of “An Australia where all people experience positive relationships, truly value each other and live safer, more confident lives”. As a community focused not-for-profit organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across 25 locations in Victoria.

#### ROLE CONTEXT

Better Place Australia has been selected to provide counselling and mediation services by the Department of Health and Human Services (DHHS) through the provision of service delivery at the Orange Door currently being established in Heidelberg.

#### BACKGROUND & PURPOSE OF ROLE

The Family Consultant is a new position that will support the implementation of the trial of an integrated model of care for responding to suspected elder abuse within Victorian health services, funded by DHHS.

The Family Consultant will coordinate all client activity within the integrated model of care for responding to suspected elder abuse. In doing so, the position holder will receive referrals from the Orange Door and the local community, undertake assessment of clients' needs and, provide and coordinate mediation, counselling and financial counselling service as required and where appropriate.

This role will ensure timely provision of direct service delivery and referrals within Better Place Australia.

This role will coordinate all referrals within Better Place Australia and will follow clients in their service delivery journey at Better Place Australia.

#### WORK PERFORMED

##### Direct Service:

- Coordinate the activities within the integrated model of care for responding to suspected elder abuse including undertaking high level client assessment, care planning for clients, provision of counselling acting as a consultant with older clients in mediation services, undertaking facilitated family meetings where appropriate and referring clients to services that will best meet their needs
- Identify problem-solving options and strategies and provide assistance in clarifying client issues, needs and disputes
- Coordinate all activities of the service including undertaking outcomes measurement for clients
- Provision of counselling services to older clients where appropriate and coordination of all referrals to other services within Better Place Australia
- Provision of emotional support for older people throughout their service delivery. This will include coordinating appointments with other Practitioners such as Counsellors, Financial Counsellors, Mediators as well as external referrals. The Family Consultant will be present providing support for clients during and after mediation sessions and will coordinate required services with the family.

##### Community Liaison and Networking:

- Promote the DHHS integrated model of care for responding to suspected elder abuse and in so doing, liaise and network with relevant community service organisations, advocacy organisations, hospitals, aged care services, General Practitioners, law firms and other service providers as appropriate
- Respond efficiently, creatively, and in a timely manner to developments in the delivery of the DHHS integrated model of care for responding to suspected elder abuse Seniors Conflict Resolution Service
- Participate in promotional activities and the community education component of the program.

#### **Program Responsibilities:**

- Work in collaboration with the Executive Manager Community Support Programs in ensuring the objectives and outcomes of the program are met
- Be willing to reflect upon own professional and personal practice within the organisation and demonstrate integrity and honesty based on a commitment to high quality professional practice
- Maintain monthly reporting on the status of the program
- Ensure all clients outcomes are undertaken, follow ups conducted and outcomes measures are undertaken with clients following case closure
- Promote teamwork through the sharing of skills and knowledge
- Participate in staff activities including but not limited to staff meetings, staff development, on-going training activities and case review
- Attend and engage in supervision sessions as required
- Keep records of all work undertaken including accurate and up to date case files and statistical records
- Participate in the annual Performance, Planning and Review (PPR) process.

#### **Quality & Compliance:**

- Ensure any quality risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all clients and staff.
- Maintain a good working knowledge and understanding of the QIC Health and Community Standards.
- Pursue opportunities for quality improvement, and actively contribute to the accreditation of the service being delivered.
- Participate in regular audit processes to ensure compliance with applicable regulatory bodies is maintained.
- Contribute to the development and implementation of service manuals in accordance with contract and program requirements.
- Ensure Better Place Australia's services comply with applicable funding contracts, including reporting requirements.

#### **Other:**

- Other duties as assigned and which are consistent with the position
- Ensure compliance with Better Place Australia's Code of Conduct and related organisational policy material
- Contribute to a culture of health and safety
- Identify potential hazards and implement appropriate risk mitigation responses in so far as is reasonably practicable.

#### **REQUIRED KNOWLEDGE AND EXPERIENCE**

- Demonstrated commitment to Child Safety and evidence of active involvement in child safety activities and initiatives
- Qualified Social Worker (AASW member or eligible for membership) or equivalent preferably with post graduate qualifications in Community Services, Aged Care or Counselling or other equivalent relevant qualification and/or professional experience
- Registration with the appropriate body i.e. APHRA
- Extensive experience in both community settings and hospital settings undertaking high level client assessment, care planning and coordination. A background in family violence would be a distinct

advantage.

- Advanced problem solving skills
- Experience working in Aged Care and a sound understanding of the Aged Care Sector
- Demonstrated high level of skills in screening and assessment of elder abuse
- Demonstrated high level of skills in managing and resolving conflict
- A thorough understanding of specific issues relating to the issues around elder abuse
- Advanced level of comprehensive assessment and care coordination beyond the scope of discipline specific practice
- High level knowledge of complex care options and services available to the aged and ability to refer to appropriate services and agencies including community and health services
- Demonstrated experience in working within a multi-disciplinary team
- Proficient in the use of the Microsoft Office suite

#### PERSONAL COMPETENCY REQUIREMENTS

- Demonstrated Client and Family Centred Care principles
- The ability to think creatively and develop innovative responses to specific situations as they arise
- Highly developed communication and interpersonal skills
- The ability to rapidly develop rapport with client
- Excellent time management skills
- Reflective self- assessment skills essential

#### OTHER

- Current satisfactory National Police check
- Working with Children Check (Victoria)
- Current driver's license and access to own transport

#### KEY RELATIONSHIPS / INTERACTIONS

##### Internal

- Executive Manager Community Support Programs
- Administration Coordinators
- Regional Service Managers
- Operational/Service Delivery Staff

##### External

- Clients and their family members
- Members of the Community
- Community and Government Representatives and Service Providers

#### GENERAL INFORMATION

Better Place Australia is a not for profit organisation and we provide services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. Our organisation is committed to child safety and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.