



Community Care Advisor Information Pack

Why do we need Community Care Advisors?

Prior to COVID, an increase in the demand for individual and family support to address complex issues including mental health, addictive behaviours, and relationship breakdowns, had been observed in government and non-government sectors. Post-COVID, these issues have been exacerbated.

The [Premier's Economic and Social Recovery Advisory Council Report](#), March 2021 identified 3 key themes that will underpin recovery, and that the employment of Community Care Advisors responds to. These key themes are:

1. community and place-based recovery
2. community leadership, and
3. community events.

There is a growing state-wide need for vulnerable people to gain better access to the range of government and non-government social, welfare and health services. Most often, vulnerable individuals and families are not in crisis when they become involved in Neighbourhood House activities because they are seeking connection and access to information. However, members from the community engage with Neighbourhood Houses to arrange assistance for their issue or concern. Sometimes individuals in extreme distress present for help. Isolation and mental ill-health in local communities has been exacerbated by the COVID pandemic and the Tasmanian Government has supported this Community Care Advisor pilot program for new family and community supports through Neighbourhood Houses.

The program does not seek to replicate any existing service within community and family support, and instead plans to build on the inclusive and open access model used by Neighbourhood Houses to encourage participation in community life. The program aims to build a system that strengthens existing relationships using an Action Learning Research approach from the outset to ensure that the level of innovation is maintained, and capacity is built across the Neighbourhood House Network.

It is anticipated that 11 Community Care Advisors will be employed to provide services across Tasmania. These 11 Advisors will be based at 8 Host Houses and provide place-based and outreach activities for participating Houses and communities.

Who are Neighbourhood Houses Tasmania?

Neighbourhood Houses Tasmania (NHT) is the peak body for 35 Neighbourhood Houses across Tasmania.

NHT and each individual House are independent entities. NHT is not the decision-making body for Houses, but exists to represent, support and enable Houses in Tasmania. Our goal is to help Houses do what they do best - use a community development approach to support local communities in ways that make a real difference in people's lives.



NHT provides support, training and lobbying for our member Houses across Tasmania and represents the network of Houses in government and community sector forums. The services that we provide to our members include:

- Confidential support to Houses on governance and management issues
- Governance Committee Handbook, tools and templates
- Lobbying local, state and federal governments on behalf of our members
- Liaison with the major funding body, the Department of Health and Human Services (DHHS)
- Representation on working groups, committees and boards within Tasmania, and on the national level Australian Neighbourhood Houses and Community Centres Association (ANHCA)
- Coordination of training opportunities
- Sourcing and brokering funding on behalf of the network.
- Partnerships with other community organisations to deliver relevant programs
- The annual NHT Conference and regular regional meetings
- Coordinate joint marketing, promotion and group purchase initiatives
- Regular newsletter, updates, news and information for member Houses
- Comprehensive NHT website - a key information resource for our members.

NHT is governed by a Board of Governance, with members elected from the north, northwest and southern regions of Tasmania. The Board is comprised of staff, committee members and volunteers from local Houses, ensuring that the governance and management of NHT is always focused on the issues that really matter to our members and their local communities. NHT is funded by DHHS under the Community Support Program; Peak Body Service. The NHT team includes a Chief Executive Officer and two part-time Project Officers, who work on dedicated projects while also responding to the daily needs of Houses across the state.

More information

Please see www.nht.org.au for more information about what we do.



Position Description

Title	Community Care Advisor
Reports to	Manager of Host Neighbourhood House (highlighted in blue)
Team	Community Care Advisor Community of Practice Neighbourhood Houses Cluster
Location	Various as per below. <ol style="list-style-type: none">1. West Moonah, West Winds, Midway Point, Dunalley and Okines (1.5 FTE)2. Dorset, Fingal and St Helens (1 FTE)3. Bucaan, Goodwood, Karadi (1 FTE)4. Starting Point, Deloraine House, and Northern Suburbs (1.5 FTE)5. Geeveston and Kingston (1 FTE)6. Burnie, Roseberry and Zeehan (1 FTE)7. Devonport, East Devonport, Ulverstone (1 FTE)8. Rokeby and Warrane Mornington (.5 FTE)9. Derwent Valley, Bridgewater and Gagebrook (1 FTE)10. Risdon Vale, and Clarendon Vale (.5FTE)11. Beaconsfield and George Town (1 FTE)
Award and Classification and status	SCHADS Award Level 4 or 5 depending on skills and experience Contract for up to 2 years Part-Time or Full-Time This is not a working from home position Travel is required

Organisational context
<p>The purpose of Neighbourhood Houses in Tasmania is to be local community-led organisations that build community capacity using a community development framework. Neighbourhood Houses Tasmania as the state peak body is the project manager and sponsor of this project.</p> <p>Neighbourhood Houses are welcoming safe places, which are inclusive and respectful and aim to connect people and community.</p> <p>The Goals of Neighbourhood Houses are:</p> <ul style="list-style-type: none">🏠 Connect Community🏠 Support People🏠 Create Opportunity🏠 Local Leadership <p>Neighbourhood Houses must consult and respond to the specific needs of their communities within their own resource capacity and in partnership with other organisations.</p> <p>This position is one of several positions across the network of Neighbourhood Houses in Tasmania under the Community Care Advisor Pilot Project.</p>



Summary of role

The Community Care Advisor's role provides individual, family and community-based support and advice. The key objectives of the role are to develop systems to enable vulnerable people to better access a range of social and other support services, and to engage with individuals and families to increase capacity and build/strengthen partnerships between local support services and organisations. This includes provision of peer-to-peer initiatives, having a presence and being available in the community, and group work.

The Community Care Advisor aims to build the capacity of individuals and communities by providing professional support using partnership, strengths-based and person-centred approaches. Support is provided in both group settings and on an individual basis.

The role strives to build peoples strengths and enhance personal capacity, to strengthen relationships and maximise development opportunities. Community Care Advisors work with people from all backgrounds and cultures, engaging them in a way that is empowering and respectful of circumstances, supporting them to nurture community. These are creative and compassionate community development positions.

Building accountability and trust is central to the way Community Care Advisors will work. Families and individuals may identify issues that Community Care Advisors may assist with and work with Neighbourhood House staff to achieve those goals. Participation in the program by families and community members is voluntary.

Primary responsibilities

- 🏠 Provide effective, flexible, high quality support and generalist casework services to families and individual community members as well as manage and facilitate the intake process
- 🏠 Support participants to increase community connections and participation
- 🏠 Support participants to increase their knowledge and awareness of available services and confidence to access the services
- 🏠 Conduct informal one-on-one counselling sessions
- 🏠 Support participants individually or in group settings, using partnership, strengths-based and family-centred or person-centered approaches
- 🏠 Facilitate group processes that are welcoming, and encourage and build relationships
- 🏠 Support participants to self-advocate and build confidence
- 🏠 Build and maintain strong networks, service delivery partnerships, including for the delivery of group activities, and effective referral pathways
- 🏠 Participate in and support community development processes
- 🏠 Collect and record data and information for the purpose of accountability, evaluation and reporting requirements
- 🏠 Adhere to privacy and confidentiality policies as outlined in the Host and Cluster Neighbourhood House Policies and Procedures
- 🏠 Promote and maintain safe work practices in accordance with Host and Cluster Neighbourhood House Work Health and Safety Policies
- 🏠 Any other duties relevant to the position as delegated by the Manager of the Host or Cluster Neighbourhood House, such as accessing supervision, attendance at meetings, events and workshops and supporting and training volunteers



Requirements of the role

1. A relevant qualification in Social Work, Community Services or related field at minimum of Diploma level is required, or equivalent experience
2. Coordinating community activities
3. Establishing and maintaining community partnerships
4. Managing and coordinating community events and activities
5. Counselling and Case Management experience
6. Understanding of the action learning research approach
7. Critical reflection and self-awareness
8. High level communication and negotiation skills
9. Current Australian Police Check
10. Current Working with Vulnerable People Check
11. Current full Tasmanian driver's licence.

Additional requirements of the position

- 🏠 Experience in conducting risk and needs assessments
- 🏠 Ability to advocate, negotiate and problem solve
- 🏠 Understanding of the community's cultural diversity and ability to practice with cultural competence and safety
- 🏠 Ability to partake in reflective practice and to be self-directed
- 🏠 Competence and confidence in using Microsoft Office Suite of programs

Desirable (not essential):

- 🏠 Understanding of the principles of community development
- 🏠 Understanding of the non-government sector

Desired outcomes of the Community Care Advisor Pilot

- 🏠 Enhanced individual, family and community supports across a cluster of Neighbourhood House communities
- 🏠 Maps of local referral pathways and community supports
- 🏠 Participants report benefitting from referrals to professional services
- 🏠 Enhanced community links.
- 🏠 Participants report increased confidence to:
 - manage the challenges and opportunities in their lives



- advocate effectively on their own behalf

Further information and how to apply

Terms of employment are governed by the Social, Community, Home Care and Disability Services (SCHADS) Award Level 4 – 5 (\$64,684 – \$77,348 + superannuation).

An information pack including position description is available from Neighbourhood Houses Tasmania via admin@nht.org.au.

Written applications (resume and covering letter) should demonstrate that your capabilities fulfill the requirements of the role.

All applications must be received at admin@nht.org.au by close of business on Monday November 1 2021.

Reference checks will be required if applicant achieves an interview.

Aboriginal people are strongly encouraged to apply.

Please see the www.nht.org.au for more information.