

Position Title	Carer Coach
Location	Karuna Hospice Services 27 Cartwright Street, Windsor QLD
Department	Community Services
Hours	Part-time 0.6 FTE
Classification	SCHADS Award Level 4 Schedule B
Position Purpose	Deliver one-on-one, carer-led coaching sessions to empower carers to identify goals, develop practical action plans, and build self-agency. This role is employed by Karuna and guided by the Facilitated Carer Coaching Service (FCCS) model.
Reports To	Team Leader – Family Support
Direct Reports	<ul style="list-style-type: none"> <li>• Nil</li> </ul>
Our Purpose	Karuna Hospice Service Ltd (“Karuna”) is a community-focused organisation guided by Buddhist principles. Karuna is dedicated to alleviating suffering by fostering choice, agency, and quality of life for all. Through specialised end-of-life care and other holistic supports, we provide compassionate, dignity-centred guidance to individuals, carers, and the broader community. As part of our team, you will help uphold these values with intent and compassion, to empower people to embrace both living and dying, and support them to find peace within.
Our Values	<ul style="list-style-type: none"> <li>• How we think: <b>Humility</b> <i>To delight in providing noble service in an altruistic manner for the benefit of all with whom we connect.</i></li> <li>• How we act: <b>Kindness</b> <i>With a generous spirit we will nurture relationships with grace and empathy.</i></li> <li>• How we relate: <b>Respect</b> <i>We commit to freely offering and affirming the uniqueness of all we encounter.</i></li> <li>• How we find meaning: <b>Courage</b> <i>‘Courage is about stretch, it is about realising that something more or different can be done, developing the determination to do it, and then carrying through despite all obstacles’</i></li> </ul> <p>16 Guidelines for Life.</p>
Our Strategic Plan	<ul style="list-style-type: none"> <li>• <a href="#"><u>KHS Strategic Plan 2024 - 2027</u></a></li> </ul>

## Key Accountabilities and Outcomes

### Key Responsibilities

#### Coaching Delivery

- Deliver Facilitated Carer Coaching Service (FCCS) sessions in line with training and national guidelines.
- Support carers to set and achieve SMART, self-identified goals.
- Create a welcoming, respectful, and empowering environment.

#### Program Promotion & Community Engagement

- Build strong community and stakeholder relationships.
- Promote referral pathways and external partnerships.
- Adapt delivery to suit carer needs, including flexible scheduling.

#### Professional Practice

- Participate in training, supervision, and reflective practice.
- Uphold Karuna's values and trauma-informed approaches.
- Maintain professional boundaries and emotional resilience.

#### Administration

- Complete session notes and data reporting professionally and promptly.
- Use relevant digital systems and maintain accurate records.
- Adhere to organisational policies, procedures, and continuous improvement initiatives

## Selection Criteria

### Essential

- Diploma in Community Services or equivalent.
- Strong interpersonal, active listening, and communication skills.
- Familiarity with carer challenges and ability to set clear boundaries.
- Proficient with Microsoft Office and virtual platforms.
- Current Driver's Licence
- National Police Check (within the last 12 months)
- Working with Children Check / Blue Card
- NDIS Worker Screening Check / Yellow Card
- Completion of the NDIS Worker Orientation Module
- Valid Australian working rights

### Desirable

- Qualifications/experience in coaching, social work, mental health, or education.
- Experience in carer support services or related sectors (e.g. NDIS, My Aged Care).
- Fluency in additional languages and/or lived carer experience.

### Additional Information

- Coaching is a non-clinical, non-therapeutic service (not counselling or crisis intervention).
- Sessions (1–6) may be delivered in person, online, or by phone.
- Coaches guide conversations about change and self-empowerment.
- Content aligns with national Facilitated Carer Coaching Service (FCCS) resources and can be reinforced with self-guided modules.

Signature: .....  
**(Employee)**

Date: .....

Signature: .....  
**(Manager)**

Date: .....