



Position Description

Position Title	Carer and Family Support Team Leader
Location	Karuna Hospice Services, 27 Cartwright Street, Windsor QLD.
Department	Community Services
Hours	Full Time
Position Purpose	The Carer and Family Support Team (CFST) Leader is accountable for the leadership, coordination, quality, and governance of psychosocial, spiritual, carer supports, and grief and bereavement services delivered by the CFST. This role ensures oversight of operational caseloads and staff performance, actively contributes to quality and safety initiatives, has responsibility for internal and external reporting and for the CFST's contracted obligations.
Reports To	Director of Community Services
Direct Reports	Social Workers, Carer Support Services and Spiritual Care Practitioners

Our Organisation	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	How we think: Humility To delight in providing noble service in an altruistic manner for the benefit of all with whom we connect. How we act: Kindness With a generous spirit we will nurture relationships with grace and empathy. How we relate: Respect We commit to freely offering and affirming the uniqueness of all we encounter. How we find meaning: Courage 'Courage is about stretch, it's about realising that something more or different can be done, developing the determination to do it, and then carrying through despite all obstacles' 16 Guidelines for Life.
Our Strategic Plan	<u>KHS Strategic Plan 2024 - 2027</u>

Key Accountabilities and Outcomes

Operational Leadership & Care Coordination

- Accountable for daily operations, quality of care, caseload allocation, rostering, and performance within the Carer and Family Support Team (CFST).
- Ensure team services are consistent with evidence-based practice, client-centred care, and the strategic direction of Karuna.
- Lead the integration and coordination of care between the CFST and broader Karuna interdisciplinary team.
- Responsible for monitoring and achieving efficiency KPIs and wise stewardship of resources.
- In partnership with the Community Services Team Coordinator, oversee the planning and coordination of home visits and CFST schedule that support Karuna's strategic vision of growth, efficiency, and quality care.

Clinical Expertise & Oversight

- Provide clinical guidance and secondary consultation to CFST members, ensuring complex cases are escalated appropriately.
- Triage and process referrals in collaboration with the Community Services Leadership Team.
- Oversee the delivery of comprehensive psychosocial and spiritual assessments, goal-directed care planning, and service navigation (e.g., My Aged Care, QCSS, NDIS).
- Ensure ethical, culturally responsive, and legally compliant service delivery, including guidance on ACP, EPOA, legal/insurance matters, and carer support.

Team Leadership & Development

- Provide high-level leadership, supervision, and mentoring professional development and reflective practice session to CFST members and student placements.
- Foster a team culture of learning, and professional accountability.
- Coordinate recruitment, onboarding, and performance development plans for CFST team.
- Facilitate education and training in grief, bereavement, spirituality, and psychosocial care across Karuna's services.

Governance, Quality, & Continuous Improvement

- Oversee and maintain compliance with documentation standards and data integrity, including data collection for reporting purposes to both the Clinical Governance Advisory Group and all external funding bodies (QHealth, Wellways).
- Monitor and ensure data integrity across client records, progress notes, and psychosocial assessment documentation.

- Oversee and contribute to incident reviews, risk assessments, service audits, and quality improvement initiatives.
- Initiate and contribute to quality improvement and evidence-based practice projects.
- Ensure timely reporting of statistics and clinical outcomes to internal and external stakeholders, for example to the Clinical Governance Advisory Group and Director of Community Services.

Stakeholder Engagement & Collaboration

- Lead collaborative relationships with internal clinical leaders and community service partners to support seamless, multidisciplinary care.
- Actively represent the CFST in relevant committees, meetings, and stakeholder forums.
- Facilitate placements in partnership with universities.
- Build and maintain positive stakeholder relationships to enhance service visibility and drive appropriate referrals to Karuna.

Documentation & Compliance

- Ensure timely, accurate, and confidential documentation is maintained in client records in accordance with medico-legal and organisational requirements.
- Lead compliance with documentation standards and use of electronic systems (Palcare preferred).

Mandatory Requirements

- Tertiary qualification in a relevant Allied Health discipline
- Experience in leading a team.
- Experience contributing to service design and efficiency.
- Minimum five years' full-time advanced clinical experience, ideally in community or palliative care.
- Current Class C Queensland Driver's Licence.

Desirable

- Educational and/or research experience.
- Membership with the associated professional body relevant to your qualification.
- Experience in output achievement for contract delivery.
- Demonstrated understanding of grief, loss bereavement and trauma informed practice

Professional Development

- Strive to build on existing skills and capabilities (actively seek opportunities to improve skills and competencies).

- Comply with relevant professional development requirements to keep any relevant qualifications current.
- Attend & contribute to organisational training sessions.
- Proactively prepare for annual review process.
- Proactively and genuinely seek feedback on work performance.
- Record professional development received.
- Maintain professional portfolio and prepare for annual review.
- Model Karuna values and uphold high professional standards.

Selection Criteria

- Minimum 5 years post-graduate clinical experience, preferably in palliative or community-based care.
- Proven leadership in team management, service coordination, performance supervision, and mentoring.
- Demonstrated expertise in complex psychosocial care, grief and bereavement support, and spiritual care integration.
- Strong capability in managing operational and clinical reporting requirements to internal (e.g., governance bodies) and external (e.g., Queensland Health) stakeholders.
- High-level skills in data management, service evaluation, and continuous quality improvement including data interpretation and skills in Excel and Power BI.
- Advanced communication and conflict resolution skills with demonstrated ability to influence and collaborate across disciplines.
- Strong documentation, time management, and clinical information system proficiency

Signature:
(Employee)

Date:

Signature:

Date:
(Manager)