

Appendix 8 Carer Liaison Officer Role Description

Mission statement: Baptcare is committed to the inclusion of carers in all aspects of a person's care. This reflects Baptcare's WE CARE values including those for Baptcare's partners and supporters and Baptcare's vision for a community where everyone is cherished.

Background: Carers are a crucial component of any partnership approach to service delivery.

The following changes to government legislation and policies encourage the delivery of services in partnership with carers:

- [The Carer Recognition Act 2010](#)
- [Accreditation](#) processes
- The adoption of [A National framework for recovery-oriented mental health services](#)
- [The Tasmanian Carer Policy 2016](#)
- [Rethink Mental Health](#)

The Triangle of Care - where consumers, carers and service providers work together in a partnership model - delivers a practical evidence based framework to meet the criteria of government legislation and policies.

Where service providers work together with consumers and carers there will be:

- Improved outcomes for consumers
- Reduction in family and carer anxiety
- Improvement in ability and desire of family and other supporters to remain supportive
- Improved satisfaction for staff

Carer inclusion will meet Baptcare's funding, accreditation and other obligations as well as achieving best practice.

Goal: to encourage carer inclusion and to increase carer engagement within Mlcare and Mlcare Choices teams.

The allocation of specific staff members to this role means that it is more likely to be given appropriate attention and recognition in the organisation.

Tasks include:

- Awareness around current best practice in carer inclusion
- Finding pathways to facilitate carer inclusion
- Point of contact for the team pertaining to carer inclusion and support
- Provide advice on organisational policy in regard to carer inclusion
- Highlight carer inclusion at team meetings
- Ensuring that carer feedback is collected
- Communicate with external organisations including Mental Health Carers Tasmania and Carers Tasmania
- Ensure the Carer Welcome pack and other resources are up to date
- Develop relationships with carers within the Carer and Consumer Advisory Group
- Provide induction around carer inclusion with new staff
- Key role in developing the Mlcare working with carer work instruction

Time commitment:

- 5 hours a week (in the beginning)