

## Carer Support Planner

Reporting to the Team Leader Carer Support Planning, the Carer Support Planner is responsible for using a strength based approach in assessing carers needs, supporting them through a registration and assessment process and then coordinating and connecting them to required services in line with the requirements of service delivery guidelines.

A key team player, the Carer Support Planner is the first point of contact for carers, including those in distress, and will respond to carers in an understanding, calm and professional manner. Utilising a 'resolution at first point of contact philosophy' and your knowledge of services and service providers, you will connect the carer to internal services, partners, external agencies and on-line supports in a streamlined and efficient manner.

### Key Relationships

Internal - Executive Manager Service Delivery, Program Manager Carer Support Planning, Team Leader Carer Support Planning, Senior Carer Support Planner, In-House Counsellors, Administration Services Officers - Carer Support Planning, Service Delivery Facilitators

External - Unpaid Family carers, Service Providers, Other Government Service Systems and Consortia Partners.

### Statements of Commitment

Carers SA is committed to a person's cultural diversity and the delivery of services in line with our Cultural Diversity Strategy and Aboriginal Partnership Plan. Carers SA is committed to the cultural safety of Aboriginal and Torres Strait Islander people including children and young people as well as the cultural safety of all adults, children and young people from culturally and/or linguistically diverse backgrounds. Carers SA is committed to providing a safe environment for adults, children and young people with a disability.

Carers SA believes that all vulnerable adults, and children and young people, have the right to be safe and feel safe and recognises that this is everyone's responsibility. Carers SA takes seriously our responsibility to always provide a safe environment for all children, young people and vulnerable adults. We have a zero tolerance towards all forms of abuse and neglect.

### Performance indicators

S.no	Performance indicator	Measurement of performance indicator	Assessment period
1	Triage	Respond to enquiries from multiple media sources including: telephone, email, web chat, marketing promotions and internal transfers to: provide information and advice on carer services, connect carers with external organisations and priorities carers into the intake process.	6 months

<b>S.no</b>	<b>Performance indicator</b>	<b>Measurement of performance indicator</b>	<b>Assessment period</b>
2	Carer Assessments	Using strength based and person centered approaches for the completion of carer intake, registration, assessment and review via the telephone in a non-intrusive manner using a conversational style and Carers SA's nominated assessment tools and systems. Ensure accuracy in carer intake registration details while maintaining confidentiality.	6 months
3	Documentation	The writing of clear and concise case notes, goal and action orientated plans mapped against outcomes.	6 months
4	Carer Support and Advocacy	Aid carers to access appropriate supports including information, referral to other services, referral to online service, emergency respite, carer directed supports, carer counselling, carer coaching and peer facilitated support as detailed in the service guidelines and Carers SA's policies and procedures. Organise carer supports, as required, based on situation and carer needs, including informal individual and systems advocacy. Ensuring carer follow-ups and reviews are conducted in a streamlined and efficient manner.	6 months
5	Collaborate	Work with staff and carers as partners, focusing on individual strengths with the aim to enhance positive outcomes. As required, liaise with carers and negotiate with service providers to put supports in place for high complex need situations. Work with Administration Officer - Carer Support Planning team to ensure appropriate supports are put in place, including referrals to Partners.	6 months
6	Process and Procedures	Proficient use of information, communication and technology practices using Carers SA's nominated systems and processes.	6 months
7	Knowledge	Develop and use knowledge of services and supports offered informally and formally within the community to aid carers in accessing appropriate supports and information to address their needs. Develop, understand and use knowledge of the challenges/stresses facing carers to provide emotional support using a strength based approach.	6 months

<b>S.no</b>	<b>Performance indicator</b>	<b>Measurement of performance indicator</b>	<b>Assessment period</b>
8	Time management	Utilise time management skills to achieve the key performance indicators (KPI's) of the role as determined by Carers SA's leadership team. Manage multiple deadlines within time frames as per departmental KPI's	6 months
9	Service delivery	Understand and maintain currency in service delivery guidelines.	6 months
10	Child and Young People	Show a commitment to the National Principles of Child Safe Organisations	6 months
11	Health, Safety and Environmental	Be personally accountable for health and safety, following reasonable work instructions and taking reasonable care for your own health and safety and for the health and safety of others - live Carers SA's values; Maintain the workplace in a safe condition and encouraging others to undertake safe work practices; Follow all health and safety procedures - carry out your roles and responsibilities as detailed in the relevant policies and procedures; Proactively report and/or rectify hazards; Promptly report any injury or incidents including 'near misses' having a potential for injury, ill-health, damage or other loss, at work to your team leader, manager and/or safety representative; and Consider and provide feedback on any matters that may affect your health and safety and/or the environment.	6 months
12	Human Resources	Carry out your position and responsibilities in line with our company values, policies, procedures and processes. Undertake all reasonable and lawful work instructions in a timely and professional manner. Actively participate in performance management initiatives including performance reviews, objective setting, coaching, career or personal development opportunities and performance improvement plans, as required. Ask questions to clarify understanding of job expectations, communications, projects and other workplace initiatives.	6 months
13	Inclusivity	We: - Are welcoming and friendly - Walk alongside people - Care and empower - Are compassionate - Advocate for carers	6 months
14	Empathy	WE: - Respect diversity - Actively engage people - Encourage feedback - Provide information for diverse groups - Listen to people's needs - Are approachable and accessible.	6 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
15	Integrity	We: - Are honest and transparent - Are trustworthy - Are authentic - Do what we say we will do.	6 months
16	Professional Excellence	We: - Deliver professional services - Problem solve - Are innovative and resourceful - Are accountable - Are flexible and adaptive - Achieve results	6 months
17	Collaboration	We: - Consult and collaborate with others - Have strong stakeholder relationships - Support, encourage and cooperate - Share information and resources.	6 months
18	Child and Young People	Show a commitment to the National Principles of Child Safe Organisations.	6 months

### Other roles and responsibilities

Carer Support Planners will work in either the Triage Team, New Carer Intake Team or Carer Review team on a rotational basis

- Each team will be supported by a Senior Carer Support Planner and will perform the tasks as directed by the Senior Carer Support Planner
- Carer Support Planners may be asked to support other teams in instances of leave and high demand

#### General

- Responding appropriately to all incident and client concerns as per relevant legislation, policies and procedures
- Calling back carers to inform of services or if they did not go ahead with a service

#### Triage

- Answering all incoming calls
- Responsible for all general calls outside of registrations and assessments
- Receiving all emails
- Completing emergency assessments
- Completing Ad-hoc Stars as needed
- Sending reminder text messages each afternoon and checking the mobile for cancellations
- Responding to TAWK
- Explaining and booking in Star Assessments into the calendar and recording the details
- Booking in Consortia
- Calling back Carers and looking at longer term solutions after an emergency
- Responding to all enquiries for peer groups, counselling and coaching, including locations of meetings, changing appointments and changing bookings
- Responsible for all calls in regard to Media drives
- Call ins from any service provided by Carers SA and the 1800
- Responding to afterhours logs and filling in teams, where there is a log and following up

where required

- Re-arranging the calendar when there are staff away
- Creating enquiries and service delivery entries
- Managing the intake inbox

#### Carer Assessment & Supports

- Use of the Carer Star™ assessment
- Prioritise Carers into the right services at the right time based on the Carers need and guided by the Carer Star™ action plan and outcomes
- Any other duties considered appropriate for the position, as required.

#### Challenges

- Efficiently and effectively assessing carer needs for supports using the Carer Star™
- Acting precisely and calmly when dealing with persons in high stress situations
- Developing expert knowledge of available internal services, Partner services and services available through external organisations
- Using effective time management to achieve the key performance indicators (KPI's) of the role
- Practicing self-care and open communication with team to manage emotional carer conversations

### **Previous experience**

- Recognised qualifications in one of the social services, community services or equivalent and/or
- significant relevant experience in the community services sector, and/or
- two years relevant experience in a telephone counselling, and/or
- experience in an intake and assessment service
- Working autonomously and within a team
- Proficiency in information, communication and technology practices
- Excellent oral communication skills and the ability to establish rapport with a diverse range of people
- Demonstrated ability to work under pressure, make clear and quick decisions and work with clients in distress
- Effective time management

### **Desirable**

- Experience in working with and responding to client's individual needs which may include advocacy
- Experience negotiating with community based organisations or groups to maximise outcome for clients
- At least two years experience of working with carers and / or working within an information provision service
- Demonstrated ability to apply a person centred or strength based approach and a

consumer directed model of service provision

- Knowledge of challenges facing carers
- Knowledge of services and supports offered formally and informally within the community services sector

## **Education**

- Current DHS Working with Children and National Police checks are required
- Current mandatory child protection training will be required.