



Carers SA

Date of last amendment : 09/07/2021

Carer Connector - Level 3

Using strength based and reflective practices, the Carer Connector is responsible for facilitating carer groups sessions in alignment with procedures and government guidelines. The Carer Connector will play an integral role in identifying carers needs at the local level to inform service delivery. They will also play an integral role in identifying , training, monitoring and supporting volunteer peer leads in their designated region. Using local knowledge and connections, the Carer Connector will raise community awareness of available carer services and connect carers with the carer gateway service provider.

Reporting to the Team Leader Carer Connection, the Carer Connector will work as part of a virtual team to deliver services to carers and represent Carers SA in their nominated service area.

Key Relationships

Internal:

Program Manager Coaching and Carer connection

Team Leader Coaching Supports

Volunteers

Corporate Services Team

Carer Support Planning Team

External:

Unpaid Family Carers

Service Providers

Other Government Service Systems

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	Peer Groups	<ul style="list-style-type: none"> Facilitating the delivery of Peer Group session using session plans and materials developed for the In-Person Peer Support (IPPS) services as a guide of intent and focus of the group Delivering services using a reflective practice model Guided by the individual groups needs identifying transition, guidance and support when required to promote sustainability of each group. 	6 months
2	Service Approach	<ul style="list-style-type: none"> Using a strength based approach to build carer capacity. 	6 months
3	Systems and Processes	<ul style="list-style-type: none"> Maintain accurate and timely case notes in relevance to contacts and plans. Understanding of challenges facing the local community. Provide intervention activities to support carers/participants to achieve goals identified (one to one support and group setting). Updating of carer/participant information using Carers SA's nominated client management system and processes Utilise time management skills to achieve the key performance indicators (KPI's) of the role as determined by Carers SA's leadership team 	6 months
4	Team Work	<ul style="list-style-type: none"> Work with the Team Leader to support other programs at a local level Work and actively contribute as part of a virtual team. Work with the Team Leader and peers to resolve issues on a regular basis as they arise 	6 months
5	Community Engagement	<ul style="list-style-type: none"> Use developed community engagement structure to guide networking and collaboration with local community organisations and groups with a focus on outcomes and connection to Carers SA from these activities. 	6 months
6	Promoting	<ul style="list-style-type: none"> Promote the benefits of peer groups. 	6 months
7	Environmental Challenges	<ul style="list-style-type: none"> Keeping knowledge of the challenges facing carers in your local area up to date. 	6 months
8	Volunteer Support	<ul style="list-style-type: none"> Identify, train, monitor and support volunteer peer group leads. 	6 months
9	Service Knowledge	<ul style="list-style-type: none"> Develop and utilise knowledge of services and supports offered formally and informally within the local community. Use knowledge to assist carers in identifying and accessing opportunities to engage with their local community. 	6 months

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10	Time Management	<ul style="list-style-type: none"> Utilise time management skills to achieve the key performance indicators (KPI's) of the role as determined by the Carers SA leadership team. 	6 months
11	Children and Young People	Show a commitment to the National Principles of Child Safe Organisations.	6 months
12	Health, Safety & Environment	<p>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.</p>	6 months
13	Human Resources	<p>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; and Ask questions to clarify understanding of job expectations, communications, projects, and other workplace initiatives.</p>	6 months
14	Inclusivity	We: - Are welcoming and friendly - Walk alongside people - Care and empower - Are compassionate - Advocate for carers	6 months
15	Integrity	We: - are honest and transparent - Are trustworthy - Are authentic - Do what we say we will do.	6 months
16	Collaboration	We: - Consult and collaborate with others - Have strong stakeholder relationships - Support, encourage and cooperate - Share information and resources	6 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
17	Empathy	We: - Respect diversity - Actively engage people - Encourage feedback - Provide information for diverse groups - Are approachable and accessible.	6 months
18	Professional Excellence	We: - Deliver professional services - Problem solve - Are innovative and resourceful - Are accountable - Are flexible and adaptive - Achieve results.	6 months

Other roles and responsibilities

Other duties and requirements coincidental to the position

- Create community engagement plans to add value and impact the community
- Engage and always be service oriented within the community
- Commit to person cultural competency and the delivery of services
- A current DHS Working with Children check, and National Police Check is required
- Current mandatory child protection training will be required
- Duties for this position should not be considered definitive. Duties may be added to, deleted or modified in consultation with the incumbent as necessary.
- Position Descriptions and staff performance will be reviewed annually

Challenges

- Working as a mobile worker or from a co-located office
- Ensuring services are relevant to diverse groups including Aboriginal, Culturally and Linguistically Diverse (CALD), and lesbian, gay, transgender/transsexual, intersex and queer (LGBTIQ) carers

Previous experience

- Experience working autonomously
- Demonstrated experience in facilitating groups or similar
- Demonstrated ability to build rapport and adapt skills according to the audience
- Ability to provide guidance and support to identified target groups
- Well-developed written and verbal communication skills
- Proficiency in information, communication and technology practices

Desirable

- Demonstrated experience working in the human services sector.
- Knowledge of challenges facing carers
- Experience working as part of a virtual team
- Experience supporting volunteers

- Lived experience as a carer
- Knowledge of regional specific services
- Ability to work with groups that may challenge ethical opinions and values
- Ability to articulate and share strategies to support carer wellbeing

Education

- Minimum: Certificate 111 Community Services or equivalent experience