

## Carer Connector Level 4 - Yorke and Mid-North

### Role Description:

Using strength based and reflective practices, the Carer Connector is responsible for assessment, identifying goals and delivery of individual sessions to carers to achieve identified outcomes in alignment with procedures and government guidelines.

The role includes facilitating carer groups and playing an integral role in identifying carer and community needs and gaps in services at the local level to inform service delivery.

Using local knowledge and connections, the Carer Connector will raise community awareness of available services and encourage carers to connect with the carer gateway wherever possible.

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

### Key Relationships

#### *Internal:*

- Program Manager Coaching and Carer connection
- Team Leader Coaching supports
- Volunteers
- Carer Support Planning Team
- Corporate Services Team

#### **External:**

- Unpaid Family Carers
- Service Providers
- Other Government Service Systems

### Statement 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.

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### Performance indicators

S.no	Performance indicator	Measurement of performance indicator	Assessment period
1	Registration and Assessment	<ul style="list-style-type: none"> <li>• Undertaking an Initial Assessment process with Carers to determine each person's unique circumstances, strengths and capabilities utilising identified assessment tools</li> </ul>	6 months
2	Goal Setting and 1:1 support	<ul style="list-style-type: none"> <li>• Work from a theoretical base of individualised, capacity-building, aimed at self-determination and empowerment for the Carer</li> <li>• Utilising smart goal setting and steps required recognise and build on Carers/participants existing strengths and abilities to help them to achieve greater independence and to remain engaged in their community.</li> <li>• Identify needs, strengths, aspirations and goals and develop service responses tailored to their personal preferences within program guidelines.</li> <li>• Work alongside carers to establish a goal / action plan based on identified needs.</li> <li>• Note progression against goal plans.</li> <li>• Ensure feedback and evaluation processes are followed to record carer outcomes and satisfaction with services.</li> <li>• Empower carers to understand their needs goals and to make decisions and actions independently.</li> <li>• Ensure approaches utilised include holding space and Active listening with carers/participants.</li> </ul>	6 months
3	Peer Groups	<ul style="list-style-type: none"> <li>• 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</li> <li>• Delivering services using a reflective practice model</li> <li>• Guided by the individual groups needs identifying transition, guidance and support when required to promote sustainability of each group.</li> </ul>	6 months
4	Carer Groups	<ul style="list-style-type: none"> <li>• Facilitating the delivery of carer groups as a means of developing and maintaining social connections for carers in the region as per funding guidelines.</li> <li>• Organising activities that enhance carers social connection as specified throughout the year.</li> <li>• Delivering services using a reflective practice model.</li> </ul>	6 months
5	Service Approach	<ul style="list-style-type: none"> <li>• Using a strength based approach to build carer capacity</li> </ul>	6 months

<b>S.no</b>	<b>Performance indicator</b>	<b>Measurement of performance indicator</b>	<b>Assessment period</b>
6	Systems and Processes	<ul style="list-style-type: none"> <li>• Maintain accurate and timely case notes in relevance to contacts and plans.</li> <li>• Understanding of challenges facing the local community.</li> <li>• Provide intervention activities to support carers/participants to achieve goals identified (one to one support and group setting).</li> <li>• Updating of carer/participant information using Carers SA's nominated client management system and processes.</li> <li>• Utilise time management skills to achieve the key performance indicators (KPI's) of the role as determined by Carers SA's leadership team.</li> </ul>	6 months
7	Teamwork	<ul style="list-style-type: none"> <li>• Work with the Team Leader to support other programs at a local level.</li> <li>• Work and actively contribute as part of a virtual team</li> <li>Work with the Team Leader and peers to resolve issues on a regular basis as they arise.</li> </ul>	6 months
8	Community Engagement	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	6 months
9	Promoting	<ul style="list-style-type: none"> <li>• Promote the benefits of peer groups</li> </ul>	6 months
10	Environmental Challenges	<ul style="list-style-type: none"> <li>• Keeping knowledge of the challenges facing carers in your local area up to date</li> </ul>	6 months
11	Volunteer Support	<ul style="list-style-type: none"> <li>• Identify, train, monitor and support volunteer peer group leads.</li> </ul>	6 months
12	Service Knowledge	<ul style="list-style-type: none"> <li>• Develop and utilise knowledge of services and supports offered formally and informally within the local community.</li> <li>• Use knowledge to assist carers in identifying and accessing opportunities to engage with their local community</li> </ul>	6 months
13	Time Management	<ul style="list-style-type: none"> <li>• Utilise time management skills to achieve the key performance indicators (KPI's) of the role as determined by the Carers SA leadership team.</li> </ul>	6 months
14	Children and Young People	Show a commitment to the National Principles of Child Safe Organisations.	6 months

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15	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
16	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
17	Inclusivity	<p>We: - Are welcoming and friendly - Walk alongside people - Care and empower - Are compassionate - Advocate for carers.</p>	6 months
18	Integrity	<p>We: - Are honest and transparent - Are trustworthy - Are authentic - Do what we say we will do.</p>	6 months
19	Collaboration	<p>We: - Consult and collaborate with others - Have strong stakeholder relationships - Support, encourage and cooperate - Share information and resources.</p>	6 months
20	Empathy	<p>We: - Respect diversity - Actively engage people - Encourage feedback - Provide information for diverse groups - Are approachable and accessible</p>	6 months
21	Professional Excellence	<p>We: - Deliver professional services - Problem solve - Are innovative and resourceful - Are accountable - Are flexible and adaptive - Achieve results.</p>	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

## **Previous experience**

- Experience working autonomously
- Demonstrated ability to build rapport and adapt skills according to the audience
- Ability to provide guidance and support to identified target groups
- Ability to work with people who may challenge ethical opinions and values
- Ability to articulate and share strategies to support carer and participant wellbeing
- Ability to foster and maintain a positive and optimistic outlook towards carers and participants
- Ability to articulate and share personal strategies for self-care, safety, and wellbeing,
- Proven experience in utilising strength based and empowerment practices
- Well-developed written and verbal communication skills
- Proficiency in information, communication and technology practices
- Empower carers to understand their needs/goals and to make decisions and actions independently

### **Desirable:**

- Demonstrated experience working in the human services sector
- Knowledge of challenges facing carers
- Experience working as part of a virtual team
- Lived experience as a carer
- Knowledge of regional specific services
- Experience in professional coaching
- Additional languages spoken,
- Understanding of trauma-informed practices,
- Knowledge of common support systems such as the NDIS and the mental health services

## **Education**

Relevant tertiary qualifications in the social sciences, community services or equivalent are essential. Qualifications: in one of the below fields or similar:

- coaching,
- social work,
- mental health at minimum Certificate IV level
- health,
- education,
- or allied mental health work.

## **Education (Desirable)**

- Mental health first aid