

## Aboriginal Carer Support Planner

Using a strength-based approach, Carer Support Planners are responsible for 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. The Aboriginal Carer Support Planner's primary focus will be on engaging and supporting carers of Aboriginal and Torres Strait Islander background through organising and facilitating culturally appropriate carer support and assessments.

The Carer Support Planning Team is the first point of contact for carers, including those in distress, and 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 Partners, external agencies and on-line supports. You will assess and ensure eligible carers receive supports provided by the Carer Gateway Service Provider including Emergency Respite, Carer Directed Packages, Carer Counselling, Carer Coaching and Local Peer Facilitated Groups.

### Key Relationships

#### Internal:

- Corporate Services team
- Carer Support Planners Admin Team
- All other staff

#### External:

- Service Providers
- Consortia Partners

### Statements of Commitment

We are committed to a person's cultural diversity and the delivery of services in line with our Cultural Diversity Strategy and Aboriginal Partnership Plan. We are 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. We are 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

<b>S.no</b>	<b>Performance indicator</b>	<b>Measurement of performance indicator</b>	<b>Assessment period</b>
1	Assessment process	Ensure all clients assessment process is efficient and coordinated. Connect them to required services in line with the requirements of service delivery guidelines.	6 months
2	Notes.	Collects data about clients to assist with ensuring all relevant info is provided to ensure best service.	6 months
3	Case management and care planning	Assisting clients to understand and resolve problems by providing information, acting as a support and referring them to community agencies. Monitoring the progress of clients by maintaining contact with them as required. Plan each case as per internal procedures.	6 months
4	Reporting.	Ensure inter-professional liaison with referring, and other agencies or individuals and associated reporting is conducted as required.	6 months
5	Health, Safety & Environment	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 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. Consider and provide feedback on any matters that may affect your health and safety and/or the environment.	3 months
6	Inclusivity.	We: - are welcoming and friendly - walk alongside people - Care and empower - Are compassionate - Advocate for carers	6 months

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7	Empathy.	We: - Respect diversity - Actively engage people and encourage feedback - Provide information for diverse groups - listen to people's needs and are approachable and accessible.	3 months
8	Integrity.	We: - Are honest and transparent - Are trustworthy - Are Authentic - Do what we say we will do	6 months
9	Professional Excellence.	We: - Deliver professional services - Problem solve and are innovative and resourceful - Are accountable - Are flexible and adaptive and achieve results.	6 months
10	Collaboration.	We: - Consult and collaborate with others - Have strong stakeholder relationships - Support, encourage and cooperate - Share information and resources.	6 months
11	Other duties coincidental to the position.	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. • Commit to person cultural competency and the delivery of services in line with Carers SA's Cultural Diversity Strategy and Aboriginal Partnership Plan. • Carers SA believes that all children and young people have the right to be safe and feel safe and commit to providing a safe environment for all children and young people. This role is required to possess and valid and current National Police Clearance and DHS Working with Children's Check.	6 months
12	Child and Young People	Show a commitment to the National Principles of Child Safe Organisations.	6 months

### **Other roles and responsibilities**

- Contribute to and support the development of Carers SA services to meet the needs of aboriginal carers.
- Completion of carer intake, registration and assessment via the telephone or face to face as appropriate in a non-intrusive manner
- Use of the Carer STAR assessment tool the writing of case notes, goal and action orientated plans mapped against outcomes
- 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

- As required, liaise with carers and negotiate with service providers to put supports in place for high complex need situations
- Prioritise carers into the right services based on the Carer STAR action plan and outcomes
- Identify and report gaps in services requirements to meet the needs of aboriginal carers.
- Organise carer supports, as required, based on situation and carer needs
- Work with Administration Officer – Carer Support Planning team to ensure appropriate supports are put in place, including referrals to Partners
- Proficient use of information, communication and technology practices using Carers SA's nominated systems and processes
- Develop and share knowledge with Carer Support Planning team regarding services and supports offered informally and formally within the community to aid aboriginal carers in accessing appropriate supports and information to address their needs
- 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
- Utilise time management skills to achieve the key performance indicators (KPI's) of the role as determined by Carers SA's leadership team
- Completing carer follow-ups and reviews
- Understand and maintain currency in service delivery guidelines
- Any other duties considered appropriate for the position, as required

## 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
- Qualifications in Aboriginal studies and/or experience in working with Aboriginal communities
- 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
- Knowledge of Culturally appropriate service delivery
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- Knowledge of the challenges facing carers particularly in rural communities
- Demonstrated understanding of the unique needs and challenges of Aboriginal and Torres Strait Islander communities and people from Culturally and Linguistically Diverse backgrounds.

## **Education**

- Rostered to cover 'After hours' on call service
- Rostered to support Saturday coverage as per operational requirements
- May be required to work from different locations to support aboriginal carers across the metropolitan area.
- A current DHS Working with Children check, and National Police Clearance are required
- Current mandatory child protection training will be required