

Carer Support Planner.

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 will use 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.

Reporting to the Team Leader Carer Support Planning, this role may be requested to support the Triage team where required.

Key Relationships

Internal - Team Leader Carer Support Planning, Senior Carer Support Planners, Executive Manager Service Delivery, Program Manager - Carer Support Planning, Team Leaders, Counselling and Coaching teams, Administration Support Officer team, Service Delivery teams.

External - Unpaid carers, service providers, other Government Service Systems and Consortia Partners.

Statement of Commitment

Carers SA believe 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. Carer SA has a zero tolerance of harm or risk of harm against children and young people.

Carers SA is committed to the cultural safety of Aboriginal and Torres Strait Islander community, children and young people, the cultural safety of children and young people from culturally and / or linguistically diverse backgrounds and to providing a safe environment for vulnerable adults, children and young people with a disability.

Carers SA is committed to the National Principles for Child Safe Organisations

Performance indicators

S.no	Performance indicator	Measurement of performance indicator	Assessment period
1	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. Use of the Carer Star™ assessment assessment. Prioritise carers into the right services at the right time based on the carer's needs and guided by the Carer Star™ action plan and outcomes.	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
2	Documentation	The writing of clear and concise case notes, goal and action orientated plans mapped against outcomes.	12 months
3	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. Ensure carer follow-ups and reviews are conducted in a streamlined and efficient manner.	12 months
4	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 Support team to ensure appropriate supports are put in place, including referrals to Partners.	12 months
5	Process and Procedures	Proficient use of information, communication and technology practices using Carers SA's nominated systems and processes.	12 months
6	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.	12 months
7	Triage Support	Provide backup to Carer Support Planning - Triage team by responding to enquiries from multiple sources including: telephone, email, web chat, marketing promotions and internal transfers. Provide information and advice on carer services, connect carers with external organisations and prioritise carers into the intake process.	12 months
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.	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
9	Service Delivery	Understand and maintain currency in service delivery guidelines.	12 months
10	Children and Young People	Support Carers SA as a child safe organisation by undertaking screening for suitability to work with children, young people, and vulnerable adults and to comply with relevant legislative requirements; Show a commitment to National Child Safety Principles and Carers SA Code of Conduct.	12 months
11	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 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.	12 months
12	Human Resources	Carry out your position and responsibilities in line with 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.	12 months
13	Inclusivity	We: Are welcoming and friendly - Walk alongside people - Care and empower - Are compassionate - Advocate for carers.	6 months
14	Integrity	We: Are honest and transparent - Are trustworthy - Are authentic - Do what we say we will do.	6 months
15	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
16	Empathy	We: Respect diversity - Actively engage people - Encourage feedback - Provide information for diverse groups - Are approachable and accessible.	6 months
17	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

- Carer Support Planners may be asked to support other teams in instances of leave and high demand
- Prioritise carers into the right services at the right time based on the carer's need and guided by the Carer Star™ action plan and outcomes
- Act precisely and calmly when dealing with persons in high stress situations
- Develop expert knowledge of available internal services, Partner services and services available through external organisations
- Practice self-care and open communication with team to manage emotional carer conversations
- Respond appropriately to all incident and client concerns as per relevant legislation, policies and procedures
- Call back carers to inform of services or if they did not go ahead with a service
- 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

Previous experience

- Relevant experience in a telephone counselling role (or a recognised qualification)
- Working autonomously and within a team
- Experience working in a fast-paced environment, and use of effective time management skills
- 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

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 2years 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

- Recognised qualifications in one of the Social Services, Community services or equivalent and/or significant relevant experience in the Community Services sector, and/or 2 years relevant experience in a telephone counselling.