

Service Coordination Officer

Working closely with the Carer Support Planning, Coaching, Carer Connector, Young Carer and Counselling teams, the Service Coordination Officer is responsible for actioning service requests, coordinating services, sourcing appropriate services and providers to meet the Carers' requirements. The Service Coordination Officer will liaise with staff, Carers and service providers to engage, procure and schedule services, book appointments, travel arrangements, accommodation, organise purchases and perform the associated administration tasks. The Service Coordination Officer will demonstrate excellent communication and organisational skills.

Reporting to the Team Leader Procurement and Service Coordination, this role will ensure attention to detail and accurate recording of information in the Customer Relationship Management (CRM) system.

Key Relationships

Internal - Service Delivery Teams, Finance Team, Executive Manager Service Delivery, Managers and Team Leaders across Carers SA

External - Unpaid Carer Community, Government and non-government organisations, Consortia Partners to Carers SA, Service Providers and Carer Support Organisations

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	Service Requests	With a sense of urgency action service requests for coordination of services as requested by the Carer Support Planners.	12 months

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2	Service Providers	Source suitable service providers from approved provider list for carer directed packages, one off supports, emergency respite and carer counselling. Negotiating with service providers to maximise the outcomes for carers. Provide administrative support to onboard new service providers, issuing Service Agreements and collating and maintaining the appropriate compliance information for new and existing providers as detailed in the associated procedures.	12 months
3	CRM	CCreate and distributing clear and accurate service contracts through the CRM ensuring services are confirmed, contracts are accepted and carers are informed. Keep information about the negotiation of services up to date and clearly documented in the CRM system. Use CRM reporting tools to run reports to monitor and report against team key performance indicators (KPIs).	12 months
4	Workflow	Utilise designed work flows for sending communications using the Pendula (email and text messaging) software platform and monitoring responses.	12 months
5	Customer Collaboration	Work with Service Delivery Teams to ensure carer, follow-up and reviews for utilisation of service and supports for carers. Communicate with carers and service providers, both written and oral, regarding supports and services.	12 months
6	Coordination of services	Ensure all work flows, processes are followed to confirm and connect carers into peer groups, counselling, coaching, carer breaks and services offered by our Consortia Partners. This includes the completion the associated documentation and data entry to CRM, as determined by internal procedures.	12 months
7	Administration	Work with the Corporate Service team to respond to queries and maintain data accuracy to ensure smooth processing of invoices. Support mail merges for mailouts, sending out surveys, questionnaires and other associated information. Provide administration support to managers and back-up administration support to other areas of the organisation as required.	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
8	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
9	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
10	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; and Ask questions to clarify understanding of job expectations, communications, projects and other workplace initiatives.	12 months
11	Inclusivity	We: Are welcoming and friendly - Walk alongside people - Care and empower - Are compassionate - Advocate for carers.	6 months
12	Integrity	We: Are honest and transparent - Are trustworthy - Are authentic - Do what we say we will do.	6 months
13	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
14	Empathy	We: Respect diversity - Actively engage people - Encourage feedback - Provide information for diverse groups - Are approachable and accessible.	6 months
15	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

- Share workload equally with other team members supporting each other to achieve shared goals.
- Promote a positive environment by contributing to team/organisational activities with a solution focused, continuous improvement approach.
- Provide administrative support for service delivery teams to book accommodation and travel for events and activities.
- Provision of high quality customer service to internal and external stakeholders.
- 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

Essential

- Proficiency in information, communication and technology practices.
- Demonstrated time management skills to prioritise and complete tasks within required time frames.
- Demonstrated ability to negotiate and coordinate services with internal and external stakeholders.
- Experience in the use of databases to enter accurate information, extract reports and communicate with clients and service providers.
- Experience in the use of multiple systems such as databases, email, office 365, Excel and word with the ability to undertake efficient and accurate data entry while maintaining data quality standards.
- Provision of high quality customer service to internal and external stakeholders
- Sound administration background.

- Demonstrated ability to prioritise and manage fluctuating workloads in high volume, timeframe driven customer service environment to achieve team objectives.
- Demonstrated ability to communicate both orally and in writing, with excellent customer services skills and ability to communicate sensitively with a diverse range of carers.
- Ability to adapt and positively contribute to improvement in an environment of continuous change.

Desirable

- Working in a high throughput environment.
- Working autonomously in a dynamic team environment.
- Knowledge of the challenges facing carers.
- Knowledge of services and supports offered formally and informally within the community services sector.
- Experience using Pendula (communications) software or similar.
- Knowledge of workflows.

Education

- Relevant administration qualifications or experience