

Carer Coach and Connector - Northern Country

Using strength based and reflective practices, the Carer Coach and Connector - Northern Country is responsible for assessment, identifying goals and delivery of coaching 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 Coach and Connector will engage with Aboriginal Carers across the region. This role 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, this role 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 Leaders - Coaching and Connection, Volunteers, Corporate Services Team, Carer Support Planning Team

External: Unpaid Carers, Service Providers, Other Government Service Systems

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. Carers 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, child and young people, the cultural safety of child 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	Registration and Assessment	Undertaking an Initial Assessment process with Carers to determine each person's unique circumstances, strengths and capabilities utilising identified assessment tools.	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
2	Goal Setting and 1:1 Support	<p>Work from a theoretical base of individualised, capacity-building, aimed at self-determination and empowerment for the Carer. 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. Identify needs, strengths, aspirations and goals and develop service responses tailored to their personal preferences within program guidelines. Work alongside carers to establish a goal / action plan based on identified needs. • Note progression against goal plans. Ensure feedback and evaluation processes are followed to record carer outcomes and satisfaction with services. Empower carers to understand their needs goals and to make decisions and actions independently. Ensure approaches utilised include holding space and Active listening with carers/participants.</p>	12 months
3	Coaching	<p>Schedule coaching sessions with carers/participants in line with their needs. Actively participate in community of practice sessions. Participate in reflective practice sessions. Create coaching plans with carers to record progression against goals. Ensure feedback and evaluation processes are followed to record carer/participant outcomes and satisfaction with services. Empower carers / participants to understand their needs goals and to make decisions and actions independently. Ensure approaches utilised include holding space and Active listening with carers/ participants. Deliver coaching using a High degree of emotional intelligence, maturity and resilience.</p>	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
4	Carer Assessments	Using strength based and person-centered approaches for the completion of carer intake, registration, assessment and review via face to face and 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
5	Documentation	The writing of clear and concise case notes, goal and action orientated plans mapped against outcomes.	12 months
6	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
7	Service Approach	Using a strength based approach to build carer capacity.	12 months
8	Systems and Processes	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.	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
9	Peer Groups	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.	12 months
10	Environmental Challenges	Keeping knowledge of the challenges facing carers in your local area up to date.	12 months
11	Sustainability of Groups	Identifying transition, guidance and support of each group after the series of facilitated sessions is completed.	12 months
12	Teamwork	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.	12 months
13	Service Knowledge	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.	12 months
14	Time Management	Utilise time management skills to achieve the key performance indicators (KPI's) of the role as determined by the Carers SA leadership team.	12 months
15	Professional Development	Participate in clinical supervision and reflective practice sessions. Take responsibility for own emotional wellbeing and resilience. Be aware of, and maintain professional boundaries and seek support when needed.	12 months
16	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

S.no	Performance indicator	Measurement of performance indicator	Assessment period
17	Health, Safety and 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
18	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
19	Inclusivity	We: Are welcoming and friendly - Walk alongside people - Care and empower - Are compassionate - Advocate for carers.	6 months
20	Integrity	We: Are honest and transparent - Are trustworthy - Are authentic - Do what we say we will do.	6 months
21	Collaboration	We: Consult and collaborate with others – Have strong stakeholder relationships - Support, encourage and cooperate - Share information and resources.	6 months
22	Empathy	We: Respect diversity - Actively engage people - Encourage feedback - Provide information for diverse groups - Are approachable and accessible.	6 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
23	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

- Engage as service-oriented within the community.
- Commit to person or cultural competency in the delivery of services.
- A current and valid South Australian drivers license.
- 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.
- Able to work as a mobile worker or from a co-located office.
- Ensure services are relevant to diverse groups including Aboriginal, Culturally and Linguistically Diverse (CALD), and in the LGBTQIA+ community.

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.

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.

Desirable

- Mental Health First Aid Certification.
- Trauma informed care.