

Program Manager Coaching and Carer Connection

The Program Manager – Coaching and Carer Connection is responsible for the leadership of a geographically dispersed team of staff across regional and metropolitan South Australian service outlets to deliver face to face services to carers and raise awareness of services in local communities. Using exceptional communication skills, with a focus on outcomes for carers, the Program Manager – Coaching and Carer Connection will lead by example and maintain the wellbeing of the team while ensuring budget, key performance indicators (KPIs), delegations and government service delivery guidelines are met. Reporting to the Executive Manager Service Delivery, and as a member of Carers SA Program Management team, this role will meet reporting requirements, ensure policies and procedures are developed and remain relevant, support projects, partake in external audits, establish internal and external networks and promote continuous improvement and innovation.

Key Relationships

Internal: Executive Manager Service Delivery, Coaching and Carer Connection Team Leaders and Staff, Executive Management team, Program Management team, Carer Support Planning teams and Corporate Services teams

External: Unpaid Carers, Consortia members, brokered counsellors, Service Providers, Other Government Service Systems, Regional 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. 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	Guidelines	Develop and maintain a deep understanding of funding guidelines and operational manuals relevant to the services under your responsibilities. Develop a clear understanding of Data and reporting requirements relevant to the services under your responsibilities.	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
2	Policies and Procedures	Developing policies and procedures and work instructions to ensure consistency in process, data entry and interpretation of carer gateway and other relevant funding guidelines. Develop, review and update policies and procedures and ensure they are understood and followed by the team members. Ensure the Coaching and Carer Connection Team are aware and follow organisational policies and procedures.	12 months
3	Performance Reviews	Ensure annual performance reviews are conducted with all Staff within the Coaching and Carer Connection Team. Ensure Staff have access and participate in regular supervision.	12 months
4	Problem Solving	Respond to and resolve issues raised by the leadership team and team members to create and maintain a work environment in which team members are motivated to perform at their highest level. Report on how issues have been resolved and service improvements recommended within 7 days of the issues being identified.	12 months
5	Training	Ensure team members are appropriately trained with ongoing review of team and individual training needs and development of annual training plans.	12 months
6	Reporting	Ensure monthly, quarterly, bi-annual and annual reporting requirements are met.	12 months
7	Knowledge	Ensure team has knowledge of the issues facing carers. Ensure the team reports on gaps and issues at the local level related to carers. Ensure team has knowledge of all services offered by Carers SA.	12 months
8	Community Engagement	Ensure Community Engagement strategies are implemented, monitored and reported on.	12 months
9	Data	Ensure staff understanding of data requirements. Ensure all data requirements of the program are monitored and met.	12 months
10	Continuous Improvement	Ensure quality of services delivered and actively look for opportunities to improve systems and processes to enhance outcomes for carers.	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
11	Task Leadership - Providing a purpose and pursuing it:	Decisive Action - Empower staff to make decisions; Make clear-cut and timely decisions; Take responsibility for getting results; Display a sense of urgency. Future Orientation - Give a sense of purpose and direction to the team; Anticipate problems/risks and take early action; Identify and quickly seize opportunities; Relate current actions to long-term organisational goals. Dealing with Blockages - Be assertive and solutions focused; committed and persistent in achieving goals; Tackle 'difficult' issues. Innovation - Be creative and innovative; Seek ideas and expertise from other areas; Welcome new ideas and act on them; Support staff working on their own ideas. Outward Looking - Facilitate effective working relationships across the organisation; Focus on the teams, customers and stake holders; Seek sustainable solutions to meet organisational goals; Be aware of and consider the situation in other service areas.	12 months
12	People Leadership - Inspiring people to follow enthusiastically:	Communication - Communicate directly with the whole team; Ensure essential information is provided; Make complex issues easy to understand. Networking for the team - By-pass the hierarchy to sort out problems; Build relationships at own level and above; Create a network of useful contacts. Pride & Enthusiasm - Demonstrate pride and enthusiasm in the organisation and its goals; Show trust in the team's ability; Promote the team's image and achievements. Leading by Example - Show commitment to the organisation; Personally perform to high standards; Accept responsibility for failure; People Values - Role model the organisation's values and culture; Show reliability in meeting commitments; Be consistent, both in words and actions; Treat people equally and value diversity.	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
13	Task Management Organising what has to be done to achieve	<p>Performance Improvement - Give ongoing/regular feedback and advice; Maintain discipline and standards of behaviour; Monitor and review performance with staff; Initiate and support staff training and development. Roles and Objectives - Agree clear roles, responsibilities and priorities for employees; Establish specific performance targets, objectives and measures; Assist in developing action plans. Resources and Infrastructure - Get the right structure, processes and technology; Adequately staff the work to be done; Ensure sufficient supplies and materials. Quality and Productivity - Use continuous improvement principles and tools; Analyse costs and benefits of decisions; Reduce waste and improve efficiency; Set clear priorities for actions. Rationality - Make decisions with adequate and accurate information; Demonstrate disciplined and logical thinking; Assess the risks and benefits of proposals and options.</p>	6 months
14	People Management Making full and satisfactory use of people's abilities	<p>Fostering a Team Environment - Hold regular meetings; Get team issues and concerns openly aired; Negotiate and mediate to resolve issues/conflict. Recognition & Reward - Show interest and recognise what staff do; Praise people for specific achievement in a timely manner; Thank staff in ways they appreciate. Delegate & Trust - Understand and utilise employee capabilities; Encourage employees to develop their abilities; Involve staff in decisions affecting them; Encourage others to take initiative. Listening & Learning - Listen and act on feedback; Let staff question, disagree and discuss concerns; Allocate time to meet with employees; Be accessible and available when needed.</p>	6 months
15	Children and Young People	<p>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.</p>	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
16	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
17	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
18	Inclusivity	We: Are welcoming and friendly - Walk alongside people - Care and empower - Are compassionate - Advocate for carers.	6 months
19	Integrity	We: Are honest and transparent - Are trustworthy - Are authentic - Do what we say we will do.	6 months
20	Collaboration	We: Consult and collaborate with others - Have strong stakeholder relationships - Support, encourage and cooperate - Share information and resources.	6 months
21	Empathy	We: Respect diversity - Actively engage people - Encourage feedback - Provide information for diverse groups - Are approachable and accessible.	6 months
22	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

- 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.
- Ability 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

- Operational management experience within the community services or equivalent sector.
- Demonstrated experience in leading teams who work remotely and/or mobile teams.
- Knowledge of services and supports offered formally and informally within the community services sector
- Proven ability to lead, motivate and develop people through the creation of a high performing, responsible and accountable culture.
- Ability to communicate and influence organisational safety culture within teams and the wider organisation.
- Knowledge of project and program development, management and evaluation.
- Strong communication skills to facilitate remote collaboration, coupled with the ability to establish rapport with a diverse range of people.
- Outcome focused, energetic, enthusiastic and innovative. Experience developing and monitoring financial budgets.

Desirable:

- Knowledge of issues facing carers.
- Experience negotiating with community based organisations or groups to maximize outcomes for clients.

Education

- A tertiary qualification in any of the Social Services, Community Services or relevant discipline.