

## Program Manager - Carer Support Planning

The Program Manager Carer Support Planners will lead the teams that are the entry point into Carers SA services, this included the Customer Service Teams, the Carer Support Planning Team and the Aboriginal Community Team. The Program Manager - Care Support Planning is responsible for managing the team to ensure streamlined approaches to 'Triaging' incoming carer contact, emergency Carer response and Carers assessed and connected with the appropriate service to meet their needs. The multi-disciplinary team will be providing advice and referrals, connecting Carers with partner organisations and in-house services, organising emergency respite and Tailored Support Packages.

Program Manager - Carer Support Planning will 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 Partner and Service Excellence and as a member of Carers SA leadership team, the Program Manager - Carer Support Planning will meet reporting requirements, ensures policies and procedures remain relevant, supports projects, partakes in external audits, establishes internal and external networks, and promotes continuous improvement and innovation.

### Key Relationships

*Internal:* Executive Manager Partnership and Service Excellence, Executive Team, Leadership team, Corporate Service Team, Carer Support Planning Team

*External:* Unpaid Carers, Consortia members, Service Providers, Other Government Service Systems

### Statement 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	Guidelines	Develop and maintain a deep understanding of funding guidelines and operational manuals relevant to the services within the role's responsibilities. Develop a clear understanding of data and reporting requirements relevant to the services within set responsibilities.	12 months
2	Policies and Procedures	Developing policies and procedures to meet funding guidelines and prioritise carers into services. This includes the development of specific approaches to respond to identified target groups. Ensure the Carer Support Planning Team are aware of and follow organisational policies and procedures.	12 months
3	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
4	After Hours	Ensure appropriate development and delivery of training, policies and procedures for staff who support the after-hours responses to carers	12 months
5	Training and Development	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, 6 monthly and annual reporting requirements are met.	12 months
7	Knowledge	Ensure the team has knowledge of the issues facing carers. Ensure team understands the range of services available, internally and externally, to meet carers action plans.	12 months
8	Data	Ensure the team has an understanding of data requirements, and that all data requirements of the program are monitored and met.	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
9	Customer Service Focus and Knowledge	Ensure a focus on outcomes, customer service and quality of services for Carers. Ensure team has knowledge of the issues facing Carers. Ensure team understands the range of services available, internally and externally, to meet Carers action plans.	12 months
10	Responding to Carers	Ensure team availability and rostering is developed and communicated to all staff to ensure responsiveness to carer's contacts.	12 months
11	Child 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
12	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. Actively manage, lead, coach, develop and motivate the team to meet strategic objectives, KPIs and budget requirements.	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
13	People Leadership - Inspiring people to follow enthusiastically	<p>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.</p> <p>Pride &amp; 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; Be willing to you're your hands dirty'.</p> <p>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.</p>	12 months
14	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>	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
15	People Management - Making full and satisfactory use of people's abilities	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.	6 months
16	Health, Safety and Environmental	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 - Carer and empower - Are compassionate - Advocate for carers	6 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
19	Empathy	We: Respect diversity - Actively engage people - Encourage feedback - Provide information for diverse groups - Listen to peoples needs - Are approachable and accessible	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	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

- Manage internal and external stakeholder relationships.
- Develop, promote and understand the issues and appropriate services related to key target groups.
- 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

- Demonstrated ability to lead multidisciplinary teams, mentor staff and achieve organisational deliverable.
- Proficiency in information, communication and technology practices.
- Experience in assessment of client needs and co-coordinating brokered services Excellent oral and written communication skills and the ability to establish rapport with a diverse range of people.
- Outcome focused, energetic, enthusiastic and innovative.
- Experience developing and monitoring financial budgets.
- Current mandatory child protection training will be required.

## Desirable:

- Knowledge of issues facing carers.
- Experience leading teams who work remotely and/or mobile teams.
- Knowledge of services and supports offered formally and informally within the community services sector.
- Experience negotiating with community based organisations or groups to maximise outcomes for clients.

## **Education**

- Appropriate qualifications in one of the social services, community services or equivalent and/or significant relevant experience in a senior capacity, in the community services sector.