

Team Leader Carer Support Planning - Triage

Reporting to the Program Manager - Carer Support Planning the Team Leader Carer Support Planning - Triage will lead the teams, who are the first points of contact, providing a response to Carers contacting Carers SA. This includes the Customer Services team who answer all incoming calls and Carer Support Planners allocated to the Triage team. The role involves providing supervision and advice on triaging incoming Carer contact, assessment of needs, responding to requests for emergency respite, oversight of staff performance and development, monitoring key performance indicators (KPI's) and ensuring systems and processes are followed.

The Team Leader Carer Support Planning - Triage will ensure a strength-based approach is used by the teams in assessing carers needs, supporting carers through a registration and assessment process, liaising with other services and connecting carers to required services in line with the requirements of service delivery guidelines. The Team Leader Carer Support Planning - Triage will work closely with the Team Leader Carer Support Planning, Carer Support Planning Team and the Procurement and Service Coordination Team.

The teams are the first point of contact for carers, including those in distress, and will respond to carers in an understanding, calm and professional manner. Utilising a 'resolution at first point of contact philosophy' and your knowledge of services and other service providers, the Team Leader Carer Support Planning - Triage will ensure carers are connected to internal services, partners, external agencies and on-line supports in a streamlined and efficient manner.

Key Relationships

Internal - Executive Manager Partnership & Service Excellence, Program Manager - Carer Support Planning Team, Senior Carer Support Planners, Team Leader Procurement & Service Coordination, Procurement & Service Coordination Team, Service Delivery Team and Corporate Services Team.

External - Unpaid Carers, Service Providers, Other Government Service Systems and Consortia Partners

Statements 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 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	Team Leadership	Lead and manage the Customer Service team and a team of Carer Support Planners allocated to the 'Triage' team to deliver on KPIs to meet Carer Gateway contractual commitments. Understand and maintain currency in service delivery guidelines to provide guidance to the team.	12 months
2	Team Management	Ensure all team members are onboarding and probations plans completed, time sheets are reviewed and submitted in required timelines, facilitate daily team check-ins, facilitate team meetings/supervision, conduct and complete individual performance appraisals with team members and participate in performance management (as required).	12 months
3	Time-Management	Utilise time management skills to achieve the key performance indicators (KPI's) of the team, data integrity and team management responsibilities.	12 months
4	Financial Approvals	Ensure approvals occur within delegations of responsibility. Support the review and approval carer directed packages request to meet Carer Support Planning Operational Guidelines.	12 months
5	Carer Intake & Assessment	Capable of performing Carer Intake & Assessments via the telephone in a non-intrusive manner, as required, using Carers SAs nominated tools and systems. Ensure all team members are performing intakes and assessments to guidelines.	12 months
6	Training	Ensure all training for the team is up to date and relevant. Proficient use of information, communication and	12 months
7	Systems and Processes	technology practices using Carers SA's nominated systems and processes. Ensuring systems and processes are adhered to by the team and identify gaps and improvement opportunities.	12 months
8	Knowledge of service and supports	Develop and use knowledge of services and support offered informally and formally within the community to aid carers in accessing appropriate support and information to address their needs.	12 months

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9	Staff Utilisation	Ensure team calendars and availability are monitored to maximise team output to meet required KPIs. Work with Team Leader Carer Support Planning and Senior Carer Support Planners to allocate team members to activities to ensure all services are delivered, including negotiating the temporary reallocation of team members as required.	12 months
10	Support	Support the Program Manager - Carer Support Planning. Assist the Program Manager reviewing, updating and implementing Policies, Procedures and Work Instructions.	12 months
11	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 the 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
13	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 - Bypass 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.	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
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
15	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>	12 months

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16	Health, Safety & Environment	<p>Be personally accountable for health and safety, following reasonable work instructions and taking reasonable care of your own health and safety and for the health and safety of others - live CarersSA's values. Maintain the workplace in a safe condition and encourage 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.</p>	12 months
17	Human Resources	<p>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.</p>	12 months
18	Inclusivity	<p>We: Are welcoming and friendly - Walk alongside people - Care and empower - Are compassionate - Advocate for carers.</p>	6 months
19	Integrity	<p>We: - Are honest and transparent - Are trustworthy - Are authentic - Do what we say we will do.</p> <p>We: Consult and collaborate with others - Have</p>	6 months
20	Collaboration	<p>strong stakeholder relationships - Support, encourage and cooperate - Share information and resources.</p>	6 months
21	Empathy	<p>We: Respect diversity - Actively engage people - Encourage feedback - Provide information for diverse groups - Are approachable and accessible.</p>	6 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
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

- Support the Program Manager - Carer Support Planning.
- As required liaise with carers and/or other service providers to put support in place for high complex need situations.
- Organise carer support, as required, based on situation and carer needs.
- Ensure the team efficiently and effectively assess carer needs for supports using the Carer Star™ tool.
- Acting precisely and calmly when dealing with people in high stress situations
Developing expert knowledge of available internal services, Partner services and services available through external organisations.
- Using effective time management to achieve the key performance indicators (KPI's) of the role.
- Practicing self-care and open communication with team to manage emotional carer conversations.
- Promote seamless operations between functional areas.
- Commit to personal 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

- Two years' relevant experience in a telephone counselling, and/or experience in an intake and assessment service.
- Working autonomously and within a team.
- 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.
- Effective time management Experience in guiding teams.

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 two years' 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 support 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.