

Young Carer Connector

The Young Carer Connector is responsible for assessing young Carers needs, supporting them through a registration and assessment process and then coordinating and connecting them to appropriate youth services in line with the requirements of service delivery guidelines. This role reports to the Team Leader Young Carer Services, and is the first point of contact for young Carers, including those in distress, and will respond to young Carers in an understanding, calm and professional manner.

Using strength-based and reflective practices, the Young Carer Connector will also facilitate age and developmentally appropriate, individual and group supports for Young Carers between the ages of 5 – 26 in their nominated service area/ region. The Young Carer Support Connector will play an integral role in identifying Young Carers needs at the local level to inform service delivery. The Young Carer Connector will work within the family context with a focus on outcomes for the young Carer.

Key Relationships

Internal - Team Leader Young Carer Services, Young Carer team, Executive Manager Service Delivery, Program Manager Carer Support Planning, Carer Support Planning Team, In-House Counsellors, Administration Support Team, Service Delivery Team

External - Carers, Service Providers, Other Government Service Systems and Consortia 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	Children and Young People	Act at all times in accordance with the Carers SA Child Protection Policy and Procedure. 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 Principles of Child Safe Organisations.	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
2	Assessments	<p>Completion of carer intake, registration and assessment including Carer Star, Saul Becker assessment tools and any other relevant measures of assessment via the telephone or in-person in a non- intrusive manner. Ensure accuracy in carer intake registration details and consents from the guardian while maintaining confidentiality.</p> <p>Work from a theoretical base of individualised, capacity- building, aimed at self-determination and empowerment for the Young Carer. Utilise SMART goal setting and steps required recognise and build on Young Carers existing strengths and abilities to help achieve greater independence and to remain engaged in their community. Identify needs, strengths, aspirations and goals of Young Carers and develop services tailored to their personal preferences within program guidelines. Work alongside Young Carers to establish a goal /action plan based on identified needs.</p>	12 months
3	Documentation	<p>Maintain accurate and timely case notes in relevance to contacts and plans. Understanding of challenges facing Young Carers. Provide intervention activities to support Young Carers to achieve goals identified (one to one support and group setting).</p>	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
4	Young Carer Support and Advocacy	<p>Supporting children and young people by meeting and communicating with external agencies and educational institutions, where required to advocate and educate on the challenges and barriers for young Carers. 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. Ensuring Carer follow-ups and reviews are conducted in a streamlined and efficient manner.</p> <p>Establish relationships at the local level with local schools, child protection and Youths services. Establish relationships with local service providers. Establish local referral pathways. Plan and schedule activities appropriate to Young Carers age and developmental needs. Support for Young Carers accessing Bursary program.</p>	12 months
5	Collaborate	As required, liaise with Carers and negotiate with service providers to put supports in place for high complex need situations. Work with Administration Officer - Carer Support Planning team to ensure appropriate supports are put in place, including referrals to Partners.	12 months
6	Process and Procedures	Proficient use of information, communication and technology practices using Carers SA's nominated systems and processes.	12 months
7	Knowledge	Develop and use knowledge of services and supports offered informally and formally within the community to aid Carers in accessing appropriate supports and information to address their needs. Develop, understand and use knowledge of the challenges/stresses facing Carers to provide emotional support using a strength-based approach.	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
8	Time Management	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
9	Service Delivery	Understand and maintain currency in service delivery guidelines.	12 months
10	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
11	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
12	Inclusivity	We: Are welcoming and friendly - Walk alongside people - Care and empower - Are compassionate - Advocate for Carers	6 months
13	Integrity	We: are honest and transparent - Are trustworthy - Are authentic - Do what we say we will do.	6 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
14	Collaboration	We: Consult and collaborate with others - Have strong stakeholder relationships - Support, encourage and cooperate - Share information and resources.	6 months
15	Empathy	We: Respect diversity - Actively engage people - Encourage feedback - Provide information for diverse groups - Are approachable and accessible.	6 months
16	Professional Excellence	We: Deliver professional services - Problem solve - Are innovative and resourceful - Are Accountable - Are flexible and adaptive - Achieve results.	6 months

- Use of the Carer Star™ assessment tool, Saul Becker Assessment tool, Quality of Life Scale and Campaign to End Loneliness scale.
- Prioritise carers into the right services based on the Carer Star™ action plan and outcomes as well as through goals identified via Saul Becker assessment tools, Quality of Life Scale and Campaign to End Loneliness scale.
- 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 Carer Gateway and Community Connections guidelines and Carers SA's policies and procedures.
- Organise Carer supports, as required, based on situation and Carer needs. Completing Carer follow-ups and reviews.
- Duties for this position should not be considered definitive. Duties may be added, deleted or modified in consultation with the incumbent as necessary.
- Position descriptions and staff performance will be reviewed regularly.

Essential

- Minimum of 2 years' experience in the Community Youth Services sector. Demonstrated understanding and knowledge of the unique needs and challenges facing young people in the community.
- Demonstrated ability to effectively engage with young people with complex needs and manage complex situations.
- Demonstrated understanding of mandatory reporting requirements and measures to promote the safety and wellbeing of children and young people.
- 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 skills.
- Experience working with children and Young People in one to one and group setting. Age range 5 - 26.
- Ability to quickly establish “genuine” rapport with Children and Young People. Understanding of Developmental Trauma in relation to Child Development and Wellbeing as well as key transition points for children and young people or a commitment to develop understanding in this area.
- Understanding and experience in the use of Strengths Based Practices in relation to relationships with clients, colleagues, and community.
- Experience in Assessment, Goal Setting and implementation and support maintenance of action plans.
- Experience in Case Noting and data entry.
- An understanding of family support practices.
- Ability to effectively work as a part of a virtual team.
- An understanding of appropriate boundaries in relation to work with children and young people.
- This role is required to possess a valid and current National Police Clearance and DHS Working with Children’s Check.

Desirable

- Experience in working with and responding to client’s individual needs which may include advocacy.
- Experience working with Young Carers and a demonstrated understanding of the specific needs of Carers and the challenges they may experience.
- Experience in working with Culturally and linguistically diverse, Aboriginal and/or Torres Strait Island and LGBTQIA+ communities.
- Experience in use of Saul Becker Assessment Tool.
- Established relationships with Education, Child Protection, Relevant Youth Services in region.
- Understanding of Carers SA as a Child Wise organisation and a commitment to work with children and young people's safety at the forefront.
- Experience negotiating with community-based organisations or groups to maximise outcome for clients.
- Demonstrated ability to apply a person centered or strength-based approach and a consumer directed model of service provision.
- Knowledge of challenges facing Carers.

- Youth Work / Social Work / Community Services Qualifications Cert IV minimum.
- Current First Aid Certificate (or be able to complete the course)