

DOCUMENT	POSITION DESCRIPTION
AREA	People & Culture

Position title:	Carer Support Planner - CALD Consortia Support
Classification:	Social, Community, Home Care & Disability Services (SCHADS) Award Level 4.4
Line Manager:	Team Leader Carer Support Planning
Program / Team:	Carer Support Planning

Position Overview

The Carer Support Planner - CALD Consortia support is responsible for using a strength-based approach in assessing carers needs, supporting them through a registration and assessment process and then coordinating and connecting them to required services in line with the requirements of service delivery guidelines.

The Carer Support Planner - CALD Consortia will use a 'resolution at first point of contact philosophy' and with sound knowledge of services and service providers, they connect carers to internal services, partners, external agencies and on-line supports in the most effective and efficient manner.

The Carer Support Planner - CALD Consortia support will work with Carers SA Carer Gateway CALD consortia partners and is responsible for mentoring and support of CALD consortia staff who conduct intake, assessment and review of carers and put forward requests for Tailored Support Packages for these Carers. This role includes managing data entry and partner relationships within the CALD community support system inclusive of processing intake and review documentation through the CRM (Lumary)
- entering Stars, creating carer files, and Tailored Support Package funding applications.

They maintain regular communication with CALD consortia partners regarding information verification, funding requests, and documentation updates. The position includes responsibility for resolving Dex errors and maintaining accurate reporting systems. A key component involves monthly outreach at ARA or other identified locations, where the CSP conducts face-to-face intakes and reviews, often utilising interpreter services to ensure effective communication with CALD community members.

Key Relationships / Interactions

The Carer Support Planner - CALD Consortia support has strong working relationships with the Team Leader Carer Support Planning, Program Manager Carer Assessment and Support Planning, Executive Manager Partnerships and Operations, Team Leaders, Carer Services Teams, Service Coordination team, and Carers SA CALD Consortia partners.



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This position also requires positive working relationships with unpaid 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 National Principles for Child Safe Organisations.

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.

Key Responsibilities

Carer Assessments:

- Use strength based and person-centred approaches for the completion of carer intake, registration, assessment and review via the telephone in a non-intrusive manner using a conversational style and Carers SA's nominated assessment tools and systems
- Ensuring accuracy in carer intake registration details whilst maintaining confidentiality
- Use the Carer Star™ 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
- Write clear and concise case notes, goal and action orientated plans mapped against outcomes

Carer Support & 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.

CALD Consortia

- Community Outreach and Engagement: Conduct monthly outreach at ARA or other identified CALD organisations, including face-to-face intakes and reviews, coordinating interpreter services as needed



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- Data Management and System Administration: Manage intake and review documentation in Lumary, including creating carer files, entering Stars, and maintaining accurate records
- Mentoring and support of CALD consortia staff who conduct intake, assessment and review of carers and put forward requests for Tailored Support Packages for these Carers.
- Funding and Support Coordination: Process funding applications, create service requests (SRs), and communicate outcomes to consortia partners
- Partner Relationship Management: Maintain regular communication with CALD consortia partners regarding intakes, reviews, and documentation requirements
- Quality Assurance and Reporting: Monitor and resolve Dex errors, maintain reporting systems, and ensure timely completion of documentation

Collaboration

- Work with carers as partners, focusing on individual strengths with the aim to enhance positive outcomes
- As required, liaise with carers and negotiate with service providers to put supports in place for high complex need situations
- Work with the Service Coordination team to ensure appropriate supports are put in place, including referrals to Partners

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

Triage Support

- Provide backup to the Triage team by responding to enquiries from multiple sources including telephone, email, web chat, marketing promotions and internal transfers
- Provide information and advice on carer services, connect carers with external organisations and prioritise carers into the intake process

Extended Hours (if rostered)

- Ability to work flexibly /as part of a roster across Extended business hours 8am – 8pm.
- Nominal hours 8am – 9am, 5pm – 8pm Monday – Friday
- Duties during extended hours to comprise of:
 - o Completion of carer intake, registration, assessment and reviews.
 - o Providing support to the Triage team by responding to enquiries from multiple sources including telephone, email, web chat, provider referrals, triage tasks, email bounce backs and provide information and advice on carer services, connect carers with external organisations and prioritise carers into the intake process.



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- Duties during extended hours should not be considered definitive and are only descriptive of the type of duties to be undertaken during extended hours. Duties are subject to change through consultation and are reviewed annually alongside staff performance.

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.

Children & 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

Work, Health & Safety

- Take reasonable care for the health and safety of yourself and others
- Adopt work practices that support Carers SA's WHS management system and approach

Policy & Procedure

- Carry out your position and responsibilities in line with Carers SA values, Code of Conduct, policies, procedures and processes

Performance Review & Development Plan Process

- Actively participate in the annual performance review and development plan process.

Additional Position Requirements

Carer Support Planner - CALD Consortia may be asked to support other teams in instances of leave and high demand.

Duties for this position should not be considered definitive and are only descriptive of the type of duties to be undertaken by you during your employment. Carers SA may require you to carry out any duties which are within your skills and competence. Duties are subject to change through consultation and are reviewed annually alongside staff performance.

Some local travel may be required to attend staff training, sector updates and to promote Carers SA at key events, such as but not limited to Carers Week events, expos etc.

Position Criteria – Competencies and Relevant Experience

- CALD Community Expertise: Strong cultural awareness and demonstrated experience working with culturally and linguistically diverse communities, including ability to work effectively with interpreters



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- Stakeholder Engagement: Proven ability to build and maintain relationships with community partners, demonstrated through excellent communication skills and experience in adapting communication styles for different cultural contexts
- Relevant experience in a telephone counselling role (preferred), or relevant experience in the Community Services sector
- Demonstrated ability to work under pressure, make clear and quick decisions and work with clients in distress
- Demonstrated commitment to teamwork and the maintenance of a supportive work environment
- Highly developed verbal communication skills and the ability to establish rapport with a diverse range of people
- Strong organisational skills, including effective time management and the ability to manage competing demands
- Demonstrated experience and strong proficiency in using databases, CRM systems, and other relevant technology platforms to support organisational operations effectively
- Prior experience of working with carers and/or working within an information provision service (*desirable*)
- Knowledge of services and supports offered formally and informally within the Community Services sector (*desirable*)
- Demonstrated ability to apply a person centred or strength-based approach and a consumer directed model of service provision (*desirable*)
- Experience in working with and responding to client's individual needs which may include advocacy (*desirable*)

Education / Certifications

- A tertiary qualification of level 1V or above in one of the Social or Community Services or demonstrated relevant experience in a telephone counselling role or in the Community Services sector
- Current DHS Working with Children check
- National Police Check
- Current mandatory child protection training will be required

