

| DOCUMENT | POSITION DESCRIPTION |
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| AREA | People & Culture |

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| Position title: | Carer Support Planner - Triage |
| Classification: | Social, Community, Home Care & Disability Services (SCHADS) Award Level 4 |
| Line Manager: | Team Leader Carer Support Planning - Triage |
| Program / Team: | Carer Support Planning |

Position Overview

As the first point of contact for carers, including those in distress, the Carer Support Planner Triage is responsible for responding to carers in an understanding, calm and professional manner. Using a 'resolution at first point of contact philosophy' and with 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. In addition, this role may be requested to support the Carer Support Planning team where required.

Key Relationships / Interactions

The Carer Support Planner Triage has strong working relationships with the Team Leader Carer Support Planning Triage, Carer Support Planners, Executive Manager Partnerships and Operations, Program Manager Carer Assessment and Support Planning, Team Leaders, Carer Services teams, and the Service Coordination team.

This position also requires positive working relationships with unpaid carers, service providers, other government service systems, consortia partners and community members who contact Carers SA.

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.



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Key Responsibilities

Triage:

- Prioritise Carers into the right services at the right time based on the Carers need and guided by the Carer Star™ action plan and outcomes.
- Prioritise Completion of emergency respite , urgent assessments and service requests
- Respond in a timely manner to enquiries from multiple sources including telephone, email, web chat, web registrations, marketing promotions and internal transfers, to provide information and advice on carer services, connect carers with external organisations and prioritise carers into the intake process.
- Respond to referrals from community agencies and health services and triage appropriately
- Respond to after-hours logs and related processes
- Ensure accuracy in carer intake registration details while maintaining confidentiality

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.
- Be proactive and responsive to Carers Needs, recognising and adjusting responses to meet the Carer where they are at regarding the appropriate level of support they require.
- 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.

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 connection to consortia 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



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Carer Support Planning Support

- Provide backup to the Carer Support planning team
- Efficiently and effectively assess carer needs for supports using the Carer Star™ assessments as needed

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 Responding 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.
 - o Completion of urgent carer intake, registration, assessment and reviews.
- 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.



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Requirements for Level 4.4 Progression

- To progress to level 4.4, employees must demonstrate:
 - o Specialist expertise and advisory capabilities in a particular focus area as determined by Management
 - o Sound knowledge of services, service providers, programs, policies, and operational procedures across multiple work areas.
 - o Ability to perform specialised duties that require developed expertise
 - o Capability to work independently in areas without established procedures
 - o Strong decision-making skills and ability to develop new work methods
 - o Proficiency in providing complex administrative support
 - o Leadership and coordination of specialised projects
 - o Ability to provide technical information and research services
 - o Strong mentoring skills and ability to build capacity among peers and partner organisations

Additional Position Requirements

Carer Support Planners Triage 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

- Relevant experience in a telephone counselling role (preferred), or relevant experience in the Community Services sector
- Experience in an intake and assessment service
- 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



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- 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 negotiating with community-based organisations or groups to maximise outcomes for clients (*desirable*)
- Experience in working with and responding to client's individual needs which may include advocacy (*desirable*)

Education / Certifications

- A tertiary qualification 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

