

DOCUMENT	POSITION DESCRIPTION
AREA	People & Culture

Position title:	Carer Connector & Coach
Classification:	Social, Community, Home Care & Disability Services (SCHADS) Award Level 4
Location:	Metro/Regional
Line Manager:	Team Leader Coaching and Carer Connection
Program / Team:	Carer Connection and Coaching

Position Overview

The Carer Connector & Coach plays a vital role in supporting Carers through a strength-based, reflective, and community-informed approach. This integrated role is responsible for facilitating one-on-one coaching sessions, delivering group activities, and identifying and responding to Carers' needs within the local community.

Through meaningful engagement and goal setting, the Carer Connector & Coach empowers Carers to achieve positive, self-identified outcomes. The role also facilitates group sessions, and ensures Carers are actively connected to the Carer Gateway and other relevant supports.

Drawing on strong local knowledge and community networks, this position champions Carer wellbeing, raises awareness of available services, and contributes to the continuous improvement of Carer supports. The Carer Connector & Coach represents Carers SA within their designated region, working collaboratively within a geographically dispersed team to deliver high-quality, person-centred services that align with organisational procedures and government guidelines.

Reporting to the Team Leader – Coaching and Carer Connection, this role is instrumental in enhancing service accessibility, promoting Carer engagement, and ensuring the voice of Carers informs service delivery at the local level.

Key Relationships / Interactions

The Carer Connector & Coach has strong working relationships with the Program Manager Carer Services, Team Leader – Coaching and Carer Connection, Carer Support Planning team, Service Coordination Team and Corporate Services Team.

This position also requires positive working relationships with unpaid Carers, Service Providers and other Government Service Systems.



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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 Coaching and Goal Achievement

- Use a trauma-informed, strength-based approach to support Carers to identify and achieve meaningful personal goals.
- Apply structured coaching methodologies, including SMART goal setting, to promote Carer self-determination and independence.
- Facilitate reflective, person-centred conversations that promote informed decision-making, emotional wellbeing, and connection to support.
- Develop personalised action plans in partnership with Carers and monitor progress through consistent, outcomes-focused engagement.
- Use feedback and data insights to evaluate Carer outcomes, continuously improving the quality of coaching support provided.

Peer Group Facilitation and Group Support

- Deliver in-person peer group sessions aligned with the CHIME framework and Reflective Practice Model, fostering connection, hope, and mutual support among Carers.
- Adapt facilitation approaches to suit the needs and dynamics of each group, ensuring sessions are inclusive, purposeful, and trauma aware
- Support sustainable peer connection by identifying appropriate transition strategies and follow-up mechanisms post-facilitation.
- Promote the benefits of peer support groups to potential participants and community stakeholders.

Community Engagement and Service Promotion

- Build strong networks with local organisations, community groups, and stakeholders to raise awareness of Carers SA and the Carer Gateway.
- Actively promote services and support pathways, tailoring engagement to reflect the needs and preferences of diverse Carer communities.



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- Implement community development strategies that identify service gaps and improve Carer access to relevant local supports.
- Represent Carers SA professionally in local networks, sector forums, and public events.

Carer Support and Informal Advocacy

- Assist Carers to navigate and access appropriate supports, including respite, counselling, coaching, peer support, and external services.
- Provide informal, situational advocacy in line with organisational policies, supporting Carers to express their needs and rights confidently.
- Conduct timely follow-up to ensure supports remain relevant and effective, adjusting service responses based on feedback and changing circumstances.

Systems and Processes

- Maintain accurate, timely, and outcome-focused case notes and records in accordance with Carers SA's client management system.
- Ensure all documentation aligns with organisational procedures, quality standards, and contractual obligations.
- Apply effective time management strategies to meet service expectations, achieve key performance indicators (KPIs), and balance competing operational demands.
- Use data insights and Carer feedback to support continuous improvement of service delivery and reporting.

Teamwork

- Contribute actively to a connected virtual team environment through regular communication, shared learning, and reflective practice.
- Work collaboratively with the Team Leader and peers to identify emerging issues, co-design local solutions, and enhance service consistency.
- Support integration across programs by sharing knowledge, building relationships, and aligning practice with Carers SA's strategic direction

Capability Building and Reflective Practice

- Participate in individual and group reflective practice sessions, supervision, and Communities of Practice to build knowledge and resilience.
- Engage in professional development opportunities to strengthen coaching, facilitation, and trauma-informed capabilities.
- Demonstrate personal accountability, emotional intelligence, and self-awareness in all interactions.
- Contribute to a values-aligned service culture by upholding Carers SA's mission and modelling trauma-informed, Carer-led practice.

Environmental Challenges

- Stay informed and up to date on the challenges and needs faced by carers in your local area



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Quality, Risk and Compliance

- Identify, document, and escalate complaints, concerns, and incidents in accordance with Carers SA's policies, procedures, and safeguarding obligations.
- Respond to emerging risks promptly and professionally, maintaining a Carer-first approach while upholding duty of care responsibilities.
- Maintain awareness of risk indicators, mandatory reporting requirements, and relevant quality standards to ensure service safety and compliance.
- Contribute to a culture of continuous improvement by raising concerns constructively and supporting resolution processes.

Children and Young People

- Support Carers SA's commitment to being a child-safe organisation by completing required screening processes to work with children, young people, and vulnerable adults
- Ensure compliance with all relevant legislative and organisational requirements related to child safety and safeguarding
- Demonstrate a strong commitment to the National Child Safety Principles and uphold the Carers SA Code of Conduct in all professional interactions

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

- Demonstrate a commitment to cultural competency and the delivery of person-centred, respectful, and inclusive services
- Ensure services are relevant and accessible to diverse groups, including Aboriginal communities, Culturally and Linguistically Diverse (CALD) populations, and the LGBTQIA+ community



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The role requires flexibility in work arrangements, with the ability to operate either as a mobile Carer Connector or from a co-located office, depending on service delivery needs.

Carer Connectors 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 intrastate and local travel may be required to attend staff training, sector updates and to promote Carers SA at key events.

Position Criteria – Competencies and Relevant Experience

- Proven experience working autonomously with minimal supervision
- Ability to think critically, assess information, and make informed decisions about Carers needs
- Demonstrated ability to build rapport and adapt communication style to suit different audiences
- Strong interpersonal awareness and the ability to respond sensitively to emotional or distressing situations, maintaining professionalism and empathy.
- Ability to engage respectfully with individuals who may hold differing ethical views and values
- Capable of articulating and sharing practical strategies to support Carer wellbeing
- Maintains a positive and optimistic approach when working with Carers
- Takes responsibility for delivering high-quality outcomes and proactively addresses issues
- Able to communicate and model personal strategies for self-care, safety, and wellbeing
- Experienced in applying strength-based and empowerment-focused practices
- Strong written and verbal communication skills
- Proficient in the use of information, communication, and technology systems
- Demonstrate flexibility and adaptability in responding to changing priorities, program requirements, and the evolving needs of Carers.
- Committed to empowering Carers to understand their needs and goals, and to make independent decisions and take meaningful action
- Confident in interpreting program guidelines and engaging in clear, respectful conversations with Carers regarding their access to services, including when eligibility is not met.

Desirable

- Demonstrated experience working in the human services sector
- Sound knowledge of the challenges faced by Carers
- Experience working effectively as part of a geographically dispersed team
- Familiarity with region-specific services and community supports



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- Understanding and application of trauma-informed practices
- Knowledge of support systems such as the NDIS, mental health services or Aged Care and Health services

Education / Certifications

Relevant tertiary qualifications in the social sciences, community services or equivalent are essential.

Qualifications: in one of the below fields or similar:

- Coaching
- Social Work
- Mental Health at minimum Certificate IV level
- Health
- Education, or
- Allied Mental Health Work

Desirable

- Mental Health First Aid Certification
- Trauma informed care

All employees must have a current DHS Working with Children check and a National Police Check prior to commencement. All employees will be required to complete maintain current mandatory child protection training, in line with legislative and organisational requirements.

