

DOCUMENT	<b>POSITION DESCRIPTION</b>
AREA	People & Culture

Position title:	<b>Young Carer Connector</b>
Classification:	Social, Community, Home Care & Disability Services (SCHADS) Award <b>Level 4</b>
Line Manager:	Team Leader Young Carer Services
Program / Team:	Young Carer Services

### Position Overview

The Young Carer Connector is responsible for assessing the needs of Young Carers, guiding them through the registration and assessment process, and coordinating their connection to appropriate youth services in accordance with service delivery guidelines.

Reporting to the Team Leader Young Carer Services, this role serves as the first point of contact for Young Carers, including those in distress. The Young Carer Connector responds with empathy, professionalism, and a calm, understanding approach.

Utilising strength-based and reflective practices, the Young Carer Connector facilitates age and developmentally appropriate individual and group support for Young Carers aged 5 to 26 within their designated service area or region. They play a key role in identifying local-level needs to inform service delivery and work within the family context, ensuring a focus on positive outcomes for the Young Carer.

### Key Relationships / Interactions

The Young Carer Connector has strong working relationships with the Team Leader Young Carer Services, Young Carer team, the Executive Manager Service Delivery, Program Manager Counselling and Young Carer Services, , Carer Support Planning Team, Carers SA Counsellors, the Service Coordination team and the Service Delivery Team.

This position also requires positive working relationships with Young 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.



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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

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### Assessments:

- Complete Young Carer intakes, registrations and assessments using Carer Star and 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 Young Carer intake registration details and consents from the guardian while maintaining confidentiality
- Prioritise Young Carers into the right services based on the Carer Star™ action plan and outcomes as well as through goals identified via appropriate assessment and case planning tools,
- 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 to 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

### Young Carer Support and Advocacy

- Support children and young people by meeting and communicating with external agencies and educational institutions, where required, to advocate and educate them on the challenges and barriers for Young Carers
- Support Young Carers to access appropriate supports including information, referral to other services, referral to online services, emergency respite, Young Carer directed supports, Carer counselling, coaching and peer facilitated supports as detailed in the service guidelines and Carers SA's policies and procedures
- Organise Carer supports, as required, based on the situation and the Young Carer needs, including informal individual and systems advocacy
- Ensuring Young Carer follow-ups and reviews are conducted in a streamlined and efficient manner
- Establish relationships at the local level with local schools, child protection and Youth services
- Establish relationships with local service providers
- Establish local referral pathways



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- Plan and schedule activities appropriate to the Young Carers' age and developmental needs
- Support for Young Carers accessing Bursary program

#### Collaborate:

- As required, liaise with Young 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

#### Documentation:

- Maintain accurate and timely case notes in relevance to contacts and plans
- Show understanding of the challenges facing Young Carers
- Provide intervention activities to support Young Carers to achieve goals identified (one to one support and in group settings)

#### Process and Procedures:

- Ensure proficiency in the use of information, communication and technology practices using Carers SA's nominated systems and processes

#### 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

#### Knowledge:

- Develop and use knowledge of services and supports offered informally and formally within the community to aid Young Carers in accessing appropriate supports and information to address their needs
- Develop, understand and use knowledge of the challenges/stresses facing Young Carers to provide emotional support using a strength-based approach

#### Time Management:

- Utilise time management skills to achieve the performance indicators of the role as determined by Carers SA's leadership team



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#### 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

#### Service Delivery

- Understand and maintain currency in service delivery guidelines

#### 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

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.

A commitment to cultural competency and service delivery is essential, along with maintaining current DHS Working with Children and National Police Checks and completing mandatory child protection training.

Some 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

##### 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
- Proficient 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



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- 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
- Show an 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 working with children and young people

#### 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 Tools
- Established relationships with Education, Child Protection, Relevant Youth Services in region
- Understanding of Carers SA as a Child Safe 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

#### Education / Certifications

- A tertiary qualification in Youth Work/Social Work/Community Services Qualifications Cert IV minimum
- Current First Aid Certificate (or be willing to undertake the course)
- Current DHS Working with Children check
- Current National Police Check
- Current mandatory child protection training

