

DOCUMENT	POSITION DESCRIPTION
AREA	People & Culture

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

Position Overview

About Carers SA

Carers SA helps people who care for a family member or friend who is ill, living with disability, frail, or has mental health challenges.

We support Carers to stay strong, healthy and connected.

This role is about helping Aboriginal Carers feel supported, heard, and connected — so they can keep caring for others while staying strong themselves.

About the role

As the Aboriginal Carer Connector and Coach, you will:

- Talk with Aboriginal Carers to understand their Carer situation and what support they need
- Assist Carers to set goals through Coaching supports and find the right services that support them in their caring role
- Support Carers to come together and meet with others through peer group supports
- Work closely with the Aboriginal Community Engagement Officer to identify locations and Aboriginal led organisations where services and support could be offered for Aboriginal Carers.
- Support the Marketing and Community Engagement Team at relevant expos and community events to raise awareness about Carers and the supports available for Aboriginal Carers

You'll work mainly across the Adelaide metropolitan area with some intrastate travel requirements.

What You'll Do

Connect Carers with Supports

- Get to know Carers through a yarn (in person, by phone, or in community) in a relaxed, respectful way and use the Carer Star™ tool to understand each Carer's needs and connect them with the right support at the right time

Write clear, simple notes and goal plans that show the next steps and what each Carer wants to achieve via our current Client management system.



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AREA	People & Culture

Aboriginal Carer Coaching and Support

- Meet Carers in ways that suit them — face-to-face, by phone, or at community places
- Support Carers to build on their strengths confidence
- Listen and provide support that respects culture and family

Community Connection

- Use your knowledge of Aboriginal communities to connect Carers with the right supports
- Attend community events and gatherings to share information about Carers SA
- Work with other Aboriginal staff at Carers SA and community partners

Aboriginal Carer Support Groups

- Facilitate yarning groups and Carer Support Groups for Aboriginal Carers where connection and stories can be shared
- Provide culturally safe, supportive and welcoming spaces for Aboriginal Carer Support Groups

Flexibility in Caseload

- On occasions where there is low demand for Aboriginal Carer support within your allocated caseload, you may be asked to provide coaching, Carer support groups and Carer Star Assessments and Reviews for non-Aboriginal Carers

The Aboriginal Carer Connector and Coach will work alongside other members of the Carers SA Aboriginal Community Team to strengthen connections with Aboriginal communities and families. This role will play a vital part in supporting the goals and actions of Carers SA's Reconciliation Action Plan, contributing to meaningful and respectful partnerships that promote positive outcomes for Aboriginal Carers.

What We're Looking For

You must:

- Be **Aboriginal and/or Torres Strait Islander** and identify as such
- Be a good listener and communicator
- Have experience supporting people or working in community services
- Use computers and phones confidently
- Have a driver's licence and be willing to travel sometimes

It helps if you:

- Know about trauma-informed or strength-based ways of working
- Have experience in health, mental health, education, or social work
- Have completed courses such as Mental Health First Aid or Child Safety training



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Our Commitment

Carers SA is committed to:

- Supporting Aboriginal and Torres Strait Islander Carers in a culturally safe way
- Respecting culture, connection to Country, and community knowledge
- Keeping children, young people, and vulnerable adults safe

Key Relationships/Interactions

The Aboriginal Carer Coach and Connector has strong working relationships with the Team Leaders Coaching and Carer Connection, Program Manager Carer Services, Aboriginal Community Team, Carer Support Planning teams, Head of Partnership and Integration, , 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 and Aboriginal organisations.

Statement of Commitment

Carers SA believes that all vulnerable adults, children and young people, have the right to be safe, feel safe, and recognises that safety is everyone's responsibility. We have zero tolerance of harm or risk of harm to children and young people and are committed to the National Principles for Child Safe Organisations.

Carers SA is committed to the cultural safety of Aboriginal and Torres Strait Islander peoples; the cultural safety of people from culturally and/or linguistically diverse (CALD) backgrounds; and to providing a safe, accessible, and inclusive environment for vulnerable adults, children and young people, including people with disability.

Key Responsibilities

Coaching & Goal Setting

Carers SA understands that for many Aboriginal Carers, the best support happens through strong relationships, trust, and flexibility — not just set one-hour sessions. Support will be guided by each Carer's needs, culture, and goals.

- Meet with Carers in ways that suit them, face-to-face, by phone, or in community and develop simple, clear coaching plans together
- Work in a way that builds on each Carer's strengths, supporting self-determination, independence, and empowerment
- Provide support when needed, this may include coaching, advocacy, practical help, and regular check-ins
- Use empathy, emotional intelligence, and cultural understanding when working with Carers.
- Help Carers identify their strengths, needs, and goals, and create goal plans that reflect what matters most to them
- Encourage and empower Carers to take steps toward their goals and make confident decisions
- Listen deeply and hold space for Carers to share their stories and experiences



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AREA	People & Culture

- Keep clear, respectful case notes that record actions, outcomes, and Carer feedback
- Support Carers one-on-one and in group settings to achieve their goals
- Join in reflective and community of practice sessions to share learning and strengthen support for Aboriginal Carers

Collaboration

- Work closely with the relevant Team Leader and other team members to support local and statewide Carers SA programs
- Stay connected with peers as part of a virtual team
- Work together to solve problems as they come up in a respectful and supportive way.

Knowledge

- Keep up to date with the needs, challenges, and strengths of Aboriginal Carers and families in your local area
- Know what supports are available in community, both formal and informal to help connect Carers with the right services
- Use a strength-based approach to offer emotional and practical support that respects each Carer's story

Carer Star Review Assessments

- Use a yarning-style, person-centred approach to get to know Carers, understand their needs, and complete Carer Stars and Reviews using the Carer Star™ tool.
- Make sure information is kept confidential and accurate
-

Keep relationships strong by maintaining continuity and trust with Carers you already support

Culturally Safe Peer Group Facilitation

- Deliver culturally safe, inclusive, and trauma-aware group sessions both online where appropriate and in person to create connection, hope, and shared learning
- Adapt group activities to meet the needs of each group and community
- Support ongoing peer connections by helping groups continue meeting or stay in touch after sessions
- Promote the benefits of peer support and help more Aboriginal Carers get involved

Carer Support & Community Awareness

- Help Carers access supports such as respite, information, referrals, counselling, or group programs
- Provide informal advocacy when needed to ensure Carers' voices are heard
- Follow up with Carers in a timely and caring way
- In collaboration with Aboriginal Community Engagement Officer, support the promotion of Carers SA and its services through Aboriginal community events, expos, and gatherings
- Build strong relationships with local Aboriginal organisations, Elders, and stakeholders to reach more Aboriginal Carers
- Identify and report any service gaps affecting Aboriginal Carers



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Performance and Accountability

- Meet key performance indicators (KPIs) linked to service delivery, Carer outcomes, and organisational priorities
- Reflect on progress and outcomes through supervision and regular reviews
- Work with your line manager to identify areas for growth and celebrate achievements

Teamwork

- Share ideas to improve how Carers SA engages with First Nations Carers and communities
- Participate as a member in the Carers SA Reconciliation Action Plan Working Group and contribute to its goals

Time Management

- Use your time effectively to meet role goals and support Carers when and how they need it

Children & Young People

- Support Carers SA's role as a child safe organisation, completing relevant screenings and showing commitment to safety and wellbeing for children, young people, and vulnerable adults

Work Health & Safety

- Take care of your own safety and the safety of others.
- Follow Carers SA's WHS practices and promote safe, healthy ways of working

Policy & Procedure

- Work in line with Carers SA values, Code of Conduct, and organisational policies and procedures

Performance & Development

- Take part in annual performance and development reviews and use feedback to grow in your role

Additional Position Requirements

Pursuant to Section 65 of the Equal Opportunity Act 1984 (SA), Aboriginality is a genuine occupational qualification for this position and only Aboriginal and/or Torres Strait Islander people are eligible to apply.

- Must be of Aboriginal and/or Torres Strait Islander descent and identify as such
- A commitment to cultural competency and the delivery of inclusive services is essential
- Some intra state and local travel may be required to attend staff training, sector updates and to promote Carers SA at key events
- A current driver's licence is essential; proof of licence must be provided

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.



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Position Criteria – Competencies and Relevant Experience

What We're Looking For

We're looking for someone who:

- Communicates clearly and respectfully, both when speaking and writing
- Can build strong, trusting relationships with Aboriginal and Torres Strait Islander Carers, families, and communities
- Understands what culturally safe and respectful support looks like for Aboriginal people
- Has experience working in ways that are community-led and strengths-based, helping others feel heard and empowered
- Brings a caring and positive attitude when supporting Carers through their journey
- Knows how to stay calm and supportive when people are doing it tough
- Works well as part of a team and helps make the workplace supportive and inclusive
- Is organised, reliable, and able to balance different tasks and priorities
- Feels confident using computers and systems to keep track of information

It's great (but not essential) if you also have:

- Experience working in Aboriginal or Torres Strait Islander communities
- Knowledge of local services and supports for Carers and families
- Experience in coaching, mentoring, facilitating and/or working with groups
- Understanding of trauma-informed ways of working

Education / Certifications

- A tertiary qualification in the Social Sciences, Community Services or equivalent within one of the below fields or similar:
 - o Coaching
 - o Social Work
 - o Psychology
 - o Health
 - o Education
 - o Mental Health (Cert IV minimum)
 - o Or Allied Mental Health
- Current DHS Working with Children check
- National Police Check
- Mental Health First Aid Certification (*desirable*)
- Trauma Informed Care (*desirable*)
- Current mandatory child protection training will be required

