CARER SUPPORT PLANNER

CARERS SA POSITION DESCRIPTION

CLASSIFICATION: Social, Community, Home Care & Disability Services (SCHADS) Award Level 4
LOCATION: 338-340 Tapleys Hill Road, Seaton
LINE MANAGER: Team Leader (Carer Support Planning)
PROGRAM / TEAM: Carer Assessments and Support Planning

POSITION OVERVIEW

The Carer Support Planner works in partnership with unpaid Carers to understand their caring situation, identify strengths and needs, and develop practical, goal-focused support plans. The role provides intake, registration, assessment, service navigation and review in line with service delivery guidelines and Carers SA policies and procedures.

As the first point of contact for Carers, including those in distress, the Carer Support Planner responds in an understanding, calm and professional manner. Using a person-centred, strengths-based approach, the Carer Support Planner provides timely information and support, connects Carers with appropriate services and follows up as required. The role combines triage and intake functions with Carer assessment and support planning.

Services are delivered primarily by telephone, with other communication channels and locations used to meet Carer and service needs. The nature and demands of this work are set out below.

NATURE AND DEMANDS OF THE POSITION

The role involves conversations with Carers who may be distressed, overwhelmed or experiencing complex circumstances. Planners need to understand expressed and underlying needs, apply the Carer Star assessment methodology and service guidelines, and exercise sound judgement when identifying appropriate supports. The Carer Support Planner must be able to:

- Listen to, comprehend and process complex or emotionally charged information during conversations
- Maintain attention and concentration throughout conversations and accurately identify relevant information
- Use purposeful questioning to explore the Carer's circumstances, needs, strengths, risks and goals, beyond the initial request
- Follow the Carer Star™ assessment methodology and other required organisational processes consistently
- Retain, recall and apply training, procedures, service guidelines and process changes
- Integrate information gained during a conversation with existing case information
- Identify appropriate internal and external services and make sound referral decisions
- Exercise reasoning and judgement when determining whether financial or other funded supports are appropriate, and provide a clear and rationale for the decision
- Recognise disclosures that may indicate a heightened safety or wellbeing concern

- Follow required escalation processes where matters such as suicidal ideation, risk to a child or young person, family violence or other serious safety concerns are disclosed
- Distinguish between matters that can be managed independently and those that require consultation, escalation or approval from a Team Leader
- Maintain emotional regulation when responding to distressed or challenging callers
- Document assessments, reasoning, decisions and actions accurately
- Receive feedback and apply that learning consistently to subsequent work

The role requires sustained attention, accurate information processing and sound decisions during conversations, supported by organisational tools, procedures and guidance.

KEY RELATIONSHIPS / INTERACTIONS

The Carer Support Planner has strong working relationships with the Team Leaders Carer Support Planning, Executive Manager Partnerships & Operations, Program Manager Carer Assessment and Support Planning, 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, children and young people, the cultural safety of children 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

Carer Assessments:

- Complete Carer intake, registration, assessment and review using a strengths-based, person-centred and respectful conversational approach, and Carers SA's nominated assessment tools and systems
- Work with Carers to explore the impact of their caring role, identify strengths and priorities, and develop goal-focused action plans with agreed outcomes
- Maintain accurate Carer registration details, consent records and documentation, protecting privacy and confidentiality
- Prioritise Carers into the right services at the right time, based on assessed needs, urgency and service guidelines, and guided by the Carer Star™ action plan and outcomes, seeking guidance where required
- Write clear, timely case notes, assessments and action plans, mapped against outcomes, that accurately document reasoning, decisions and agreed actions
- Recognise when a Carer's disclosure may indicate a heightened safety or wellbeing concern and follow required escalation processes, including consulting a Team Leader where required

Carer Support & Advocacy:

- Provide information, service navigation and referrals to appropriate supports, in line with service guidelines and Carers SA's policies and procedures. These include streamlined access to Carer Gateway services delivered by Carers SA and consortia partners, emergency respite, Carer directed supports, Carer counselling, Carer coaching, peer facilitated support, external agencies, and online or community supports
- Organise Carer supports based on the Carer's situation and needs, assist Carers to access agreed supports, and provide informal individual and systems advocacy where appropriate and within the scope of the role
- Use professional judgement when considering financial or other funded supports, document a clear rationale for each decision and seek approval in line with organisational requirements
- Be proactive and responsive to Carers' needs, adapting communication and support to each Carer's circumstances, preferences, cultural background and level of need, and meeting the Carer where they are at, while maintaining professional boundaries
- Complete timely follow-ups and reviews to assess progress, identify changing needs and update plans or referrals as required

Collaboration:

- Work collaboratively with Carers, colleagues and partner organisations to support coordinated, person-centred responses
- Liaise with service providers to address barriers to access and support Carers with complex needs, consulting the Team Leader, where required
- Work with the Service Coordination team and consortia partners to facilitate timely supports and clear handovers
- Deliver services from other identified locations as required to meet organisational and service needs
- Contribute to community engagement activities relevant to the role and agreed service priorities

Service Knowledge:

- Maintain and apply knowledge of formal and informal services, referral pathways and community resources relevant to Carers.
- Apply an understanding of the pressures of caring to provide empathetic, strengths-based support and appropriate referrals

Triage

- 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
- Prioritise completion of emergency respite, urgent assessments and service requests
- Respond to referrals from community agencies and health services and triage appropriately
- Respond to after-hours logs and related processes

Extended Hours (if rostered)

- Ability to work flexibly /as part of a roster across Extended business hours 8am – 8pm
- Nominal hours 8am -4pm, 10am-6pm or 12-8pm Monday – Friday
- Duties during extended hours to comprise of:
    - Completion of Carer intake, registration, assessment and reviews
    - 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

- 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.

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

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

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

REQUIREMENTS FOR LEVEL 4.4 PROGRESSION

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

ADDITIONAL POSITION REQUIREMENTS

Carer Support Planners may be asked to support other teams in instances of leave and high demand.

Provide support to other teams during periods of leave or high demand, as required and consistent with the role, skills and competence.
These responsibilities describe the main functions of the role and are not exhaustive. Other related duties may be allocated within the employee's skills and competence and consistent with the role's classification.

Responsibilities may evolve with service needs through consultation and will be reviewed as part of the performance review process.

Undertake local and intrastate travel as required for service delivery, key events and stakeholder engagement.

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 ability to listen, comprehend and retain complex information, exercise sound judgement and maintain emotional regulation during emotionally charged conversations
- 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 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

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.