

CARERS ASSOCIATION OF SOUTH AUSTRALIA

POSITION DESCRIPTION

Position Title: Registration and Information Service Advisor

Responsible to: Team Leader Advisory Services

Award: Social, Community, Home Care and Disability Services Industry Award 2010, Level 4

Special Conditions: Full-time (subject to ongoing funding)
Six months probationary period applies.

APPROVED: **DATE**.....
Chief Executive Officer

1. Summary of the broad purpose of the position and its responsibilities/duties

Carers SA (Carers Association of SA Inc) is the statewide organisation established by a 'grass roots' movement of Carers in 1989 to represent the interests and needs of all Carers in SA and to be the 'voice of carers'. Carers SA is a member of Carers Australia, as are Carers Associations in all states and territories that together form the National Network of Carers Associations. The Mission of Carers SA is to promote, assist, empower and enhance the lives of family Carers.

This position is based within the Carer Services stream of Carers SA providing Carers and the broader community with access to specialist carer specific advice, information and resources to equip carers emotionally and practically in their caring role. Support is provided via;

- Phone
- Email
- Face to face

This position is part of the Better Start for Children With Disability Program team.

2. Special Conditions

- Position is based in Adelaide.
- Some out of hours work may be required.
- Must hold a current driver's licence.
- Rural travel and some overnight stays may be required.
- Undertaking a successful Police check is a requirement.

3. Reporting

The Registration and Information Service Advisor reports to the Team Leader Advisory Services and Program Manager in all capacities of the role.

Written Reports;

- Provide monthly activity reports.
- Provide statistical reports as required.

4. Statement of key responsibilities

4.1 Initial Contact and Referral

- Provide an entry point for carers including Aboriginal and CALD carers, into Carers SA through a sensitive and empathic entry process that meets individual needs.
- Assist/support carers including Aboriginal and CALD carers, with referral and access to other services, information and support as appropriate adhering to established protocols and referral processes.

4.2 Assessment and Emotional Support

- Provide an entry point and assessment of eligibility to the RIS for Better Start for Children with Disability Program.
- Undertake a records claims and assessment of applicants to the RIS.
- Provide in depth assessment and emotional support where Carers require more than basic information by focussing on the carers emotional state and their practical needs for support using language and methods that are inclusive, engaging and supportive.

4.3 Resources and record keeping

- Obtain and maintain up-to-date information about support and assistance available to eligible families in the service area.
- Undertake and record claims and assessments of applicants to the RIS.
- Provide appropriate resources specific to the individual needs of carers including Aboriginal and CALD carers, as required.
- Maintain records according to job responsibilities.
- Provide short term follow-up for carers with recognised complex needs as required.
- Assist organisations who support carers, friends and relatives of carers including Aboriginal and CALD, with carer specific information, advice and resources as required.

4.4 Community Networking and Liaison

- Build or maintain links with disability support services in the service area.
- Network, refer and liaise with community organisations including Aboriginal and CALD.
- Participate in relevant networks as required.

4.5 Community Education

- Delivery of education sessions for carer groups of target group of Better Start for Children with Disability Program.
- Delivery of education sessions about Carers SA programs to professionals, disability service providers and the general community in consultation with the Program Manager and Team Leader.

4.6 OH&S Requirement

- Contribute to a safe, healthy and discrimination free environment for all staff at Carers SA by being aware of and supporting the implementation of appropriate policies and procedures.
- Employees must take reasonable care to protect employee's own health and safety at work in accordance with Section 21 of the Occupational Health, Safety and Welfare Act.

4.7 Other duties coincidental to the position

- Work to the strategic directions of the organisation.
- Promote membership of the Association.
- Respond to service and management priorities for best outcomes.
- Undertake training to meet functional job requirements and to provide an effective information service.
- Duties for this position should not be considered definitive. Duties may be added, deleted or modified in consultation with the incumbent as necessary. Job descriptions and staff performances will be reviewed regularly.

PERSON SPECIFICATION

Essential Minimum Requirements

- Qualifications in Human Services or Social Sciences required.
- Relevant qualifications, skills or experience in working within a community based organisation.

Experience

Experience in:

- Assessment
- Word processing /MS Word, data entry
- Maintaining individual files, through data systems and hard copy
- Using information technology to deliver work outcomes
- Working with Carers - disability, mental health, aged, chronic illness
- Working with and responding to Carer's/client's (in particular via phone) individual needs that may include advocacy, providing information and referral
- Record keeping and reporting

Essential Skills and Abilities

- Excellent communication skills, empathic
- Ability to communicate through written and oral means with a diverse range of people including Carers, health professionals, and service providers
- Networking and liaising
- Good presentation skills
- Ability to advocate and follow through
- Ability to be an effective team member with capacity to seek guidance and demonstrate initiative
- Good time management skills including planning and ability to prioritise work
- Problem solving skills

Knowledge

- Understanding of and commitment to Carer issues and needs
- Services and supports offered formally and informally within the community sector
- Knowledge of disability services

DESIRABLE REQUIREMENTS

Personal Abilities/Aptitude/Skills

Personal Attributes

- Carer (client) focused - strong interest and understanding of Carers needs and issues.
- Outcomes focused – energetic, enthusiastic and positive.
- Constructive – contributes to the team and able to identify problems and corresponding solutions.
- Responsible – consideration given to actions and work environment.
- A commitment to and adherence to the Code of Expected Behaviours and policies and procedures of Carers Association.

| Work Practices | Objectives <i>What the task/action specifically involves. The objective or focus of the activity.</i> | Objective Measures <i>How we measure the outcome of the outcome of the task/action.</i> |
|---|---|--|
| Contribute the delivery of the Better Start for Children with Disability Program | <ul style="list-style-type: none"> • Follow the Practices and Procedures to deliver the Better Start for Children with Disability Program. • Undertake and record claims and assessments of applicants to the RIS. • Support the development and maintenance of relationships with key stakeholders. • Obtain and maintain up-to-date information about support and assistance available to eligible families in the Service's local catchment area. • Build or maintain links with disability specific support services in the Service's local catchment area. • Support the maintaining of up to date contact details of key stakeholders. • Travel to regional locations for face to face visits with Carers to support assessment and eligibility to Better Start for Children with Disability Program as required. • Respond to Service and management priorities for best outcomes. | <ul style="list-style-type: none"> • Practices and procedures are followed. • Key stakeholders in South Australia have been identified and relationships established. • Staff are taking calls related to the Better Start for Children with Disability Program. • Maisy data base key stakeholder contact details are up to date. • Carers in regional locations are accessing the Better Start for Children with Disability Program and receive a face to face contact if required. |
| Provide an effective information service to claimants | <ul style="list-style-type: none"> • Take part in training to deliver an effective information service. | <ul style="list-style-type: none"> • Training register reflects participation in training. • Feedback indicates carer satisfaction with information provided. |
| Supporting reporting requirements of the Better Start for Children with Disability Program | <ul style="list-style-type: none"> • Provide data entry onto <i>FOFMS</i>. • Provide data entry on Maisy to support state reporting requirements. | <ul style="list-style-type: none"> • Accurate information is provided to contribute to reporting requirements. • National reports are completed. |