

Team Leader Coaching and Carer Connection - Region 3

The Team Leader Coaching and Carer Connection – Region 3 (Riverland, Adelaide Hills/Murray Bridge, Limestone Coast) will lead a team who deliver the localised services including: Carer Coaching, Peer Groups, Carer Connection, Awareness Raising/Community Engagement and Carer Support Planning. This role will provide supervision, advice and guidance to staff to ensure the successful delivery of services against program guidelines and materials. This includes navigating Carers SA's Customer Relationship Management (CRM) system, monitoring key performance indicators (KPI's) and ensuring a focus on strength-based practice and client outcomes. This role will also guide a mobile workforce to deliver services to Carers and represent Carers SA across the identified region.

The Team Leader will play an integral role in guiding staff through providing individual supervision, identifying training needs and supporting connection in the region. Using local knowledge and connections, the Team Leader will ensure all staff raise awareness of available Carer services and connect Carers with Carers SA as the Carer Gateway Service Provider.

The Team Leader Coaching and Carer Connection – Region 3 will champion one of our services by becoming a Subject Matter Expert (SME), ensuring staff training and skill development is maintained in this area.

The Team Leader will also play a vital role in supporting staff to use identified Community Development approaches in their region to identify gaps in services and supports that impact Carers. This role reports to the Program Manager - Coaching and Carer Connection to ensure KPIs, delivery of services and support staff development.

Key Relationships

Internal: Program Manager –Coaching and Carer Connection, Program Manager Counselling and Young Carer Services, Program Manager Carer Support Planning, Executive Manager Service Delivery, Executive Manager Strategic Engagement and Marketing Team, Team Leaders, Carers SA Staff

External: Unpaid Carers, Service Providers, Other Government Services, Consortia Partners

Statements of Commitment

Carers SA is committed to a person's cultural diversity and the delivery of services in line with our Cultural Diversity Strategy and Aboriginal Partnership Plan. Carers SA is committed to the cultural safety of Aboriginal and Torres Strait Islander people including children and young people as well as the cultural safety of all adults, children and young people from culturally and/or linguistically diverse backgrounds. Carers SA is committed to providing a safe environment for adults, children and young people with a disability. 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 takes seriously our responsibility to always provide a safe environment for all children, young people and vulnerable adults. We have a zero tolerance towards all forms of abuse and neglect.

Performance Indicators

S.no	Performance indicator	Measurement of performance indicator	Assessment period
1	Supervise and Lead Staff in Coaching and Connection Team	Using a strength-based approach, support staff in the identified region by providing supervision and advice to support them in their work. You will do this by using effective communication, ensuring that you communicate directly with the whole team, giving them essential information; build relationships and show trust in the team's ability. Ensure all training requirements are current and met. Conduct monthly supervision and yearly performance reviews with staff in the region. Manage onboarding for new staff, including training, 3-month reviews and 6-month reviews.	12 months
2	Subject Matter Expert	Act as a subject matter expert (SME) and champion for one of our services.	12 months
3	Team Connection /Outreach	Ensure monthly meetings to build sense of team. Ensure minimum of bi monthly face to face connection with Staff across the region.	12 months
4	Services to Diverse Groups	Ensure services are relevant and conducted in a respectful manner in acknowledgement of diverse groups including Aboriginal and/or Torres Strait Islander people, Culturally and Linguistically Diverse (CALD) and Lesbian, Gay, Bi-Sexual, Trans, Queer, Intersex and Queer (LGBTQIA+) Carers.	12 months
5	Community Engagement	Ensure KPIs are met regarding Community Engagement, connecting with Key stakeholders in the region. Encourage and develop Community Development approaches to respond and contribute to identified gaps in the regions.	12 months
6	Service Approach	Use strength based approach to support staff. Encourage and develop staff use of strength based approaches to build carer capacity.	12 months

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7	Systems and Processes	<p>Develop in depth knowledge of systems and process related to speciality area. Work with Program Manager to develop work instructions and processes to guide staff processes in the area of speciality. Ensure staff Maintain accurate and timely case notes in relevance to contacts and plans. Develop mechanisms to gather and understand challenges facing the local community.</p> <p>Ensure Staff Provide intervention activities to support Carers/participants to achieve goals identified (one to one support and group setting). Ensure Staff Utilise time management skills to achieve the key performance indicators (KPI's) of the role as determined by Carers SA's leadership team.</p>	12 months
8	Teamwork	<p>Work with other Team Leaders to support other programs at a local level. Work and actively contribute as part of a virtual team. Work with other Team Leaders and peers to resolve issues on a regular basis as they arise.</p>	12 months
9	Community Engagement	<p>Use developed community engagement structure to guide networking and collaboration with local community organisations and groups with a focus on outcomes and connection to Carers SA from these activities. Assist staff to develop and use knowledge of services and supports offered informally and formally within the community to aid Carers in accessing appropriate supports and information to address their needs. Ensure staff develop, understand and use knowledge of the challenges/stresses facing Carers to provide emotional support.</p>	12 months
10	Policies and Procedures	<p>Identify and develop work instructions to support the team.</p> <p>Support the Program Manger and team by Contributing to the to review, update and implementation of Policies and Procedures.</p>	12 months
11	Environmental Challenges	<p>Keeping knowledge of the challenges facing Carers in your local area up to date.</p>	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
12	Volunteer Support	Identify, train, monitor and support volunteer peer group leads.	12 months
13	Time Management	Utilise time management skills to achieve the key performance indicators (KPI's) of the role as determined by the Carers SA leadership team.	12 months
14	Reporting	Ensure the delivery of programs is in line with program guidelines with a focus on outcomes for Carers whilst ensuring staff are aware and meeting identified KPI's for the service in the region. Work with staff to ensure that they are aware of the importance of data integrity and that data is entered accurately for Carers accessing their program. Include this data, along with other qualitative information in monthly report to the Program Manager - Coaching and Carer Connection.	12 months
15	Task Leadership	Decisive Action - Empower staff to make decisions; Make clear-cut and timely decisions; Take responsibility for getting results; Display a sense of urgency. Future Orientation - Give a sense of purpose and direction to the team; Anticipate problems/risks and take early action; Identify and quickly seize opportunities; Relate current actions to long-term organisational goals. Dealing with Blockages - Be assertive and solutions focused; Committed and persistent in achieving goals; Tackle 'difficult' issues. Actively manage, lead, coach, develop and motivate the team to meet strategic objectives, KPIs and budget requirements	12 months
16	People Leadership	Communication - Communicate directly with the whole team; Ensure essential information is provided; Make complex issues easy to understand. Networking for the team - By-pass the hierarchy to sort out problems; Build relationships at own level and above; Create a network of useful contacts. Pride & Enthusiasm - Demonstrate pride and enthusiasm in the organisation and its goals; Show trust in the team's ability; Promote the team's image and achievements.	12 months

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17	Task Management	<p>Performance Improvement - Give ongoing/regular feedback and advice; Maintain discipline and standards of behaviour; Monitor and review performance with staff; Initiate and support staff training and development. Roles and Objectives - Agree clear roles, responsibilities and priorities for employees; Establish specific performance targets, objectives and measures; Assist in developing action plans. Resources and Infrastructure - Get the right structure, processes and technology; Adequately staff the work to be done; Ensure sufficient supplies and materials. Quality and Productivity - Use continuous improvement principles and tools; Analyse costs and benefits of decisions; Reduce waste and improve efficiency; Set clear priorities for actions. Rationality - Make decisions with adequate and accurate information; Demonstrate disciplined and logical thinking; Assess the risks and benefits of proposals and options.</p>	12 months
18	People Management	<p>Fostering a Team Environment - Hold regular meetings; Get team issues and concerns openly aired; Negotiate and mediate to resolve issues/conflict. Recognition & Reward - Show interest and recognise what staff do; Praise people for specific achievement in a timely manner; Thank staff in ways they appreciate. Delegate & Trust - Understand and utilise employee capabilities; Encourage employees to develop their abilities; Involve staff in decisions affecting them; Encourage others to take initiative. Listening & Learning - Listen and act on feedback; Let staff question, disagree and discuss concerns; Allocate time to meet with employees; Be accessible and available when needed.</p>	12 months
19	Children and Young People	<p>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 National Child Safety Principles and Carers SA Code of Conduct.</p>	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
20	Health, Safety & Environment	Be personally accountable for health and safety, following reasonable work instructions and taking reasonable care for your own health and safety and for the health and safety of others – live Carers SA’s values. Maintain the workplace in a safe condition and encouraging others to undertake safe work practices. Follow all health and safety procedures – carry out your roles and responsibilities as detailed in the relevant policies and procedures. Proactively report and/or rectify hazards. Promptly report any injury or incidents including ‘near misses’ having a potential for injury, ill-health, damage or other loss, at work to your team leader, manager and/or safety representative and Consider and provide feedback on any matters that may affect your health and safety and/or the environment.	12 months
21	Human Resources	Carry out your position and responsibilities in line with our company values, policies, procedures and processes; Undertake all reasonable and lawful work instructions in a timely and professional manner; Actively participate in performance management initiatives including performance reviews, objective setting, coaching, career or personal development opportunities and performance improvement plans, as required; and Ask questions to clarify understanding of job expectations, communications, projects and other workplace initiatives.	12 months
22	Inclusivity	We: Are welcoming and friendly - Walk alongside people - Care and empower - Are compassionate - Advocate for Carers.	6 months
23	Integrity	We: Are honest and transparent - Are trustworthy - Are authentic - Do what we say we will do.	6 months
24	Collaboration	We: Consult and collaborate with others - Have strong stakeholder relationships - Support, encourage and cooperate - Share information and resources.	6 months
25	Empathy	We: Respect diversity - Actively engage people - Encourage feedback - Provide information for diverse groups - Are approachable and accessible.	6 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
26	Professional Excellence	We: Deliver professional services - Problem solve - Are innovative and resourceful - Are accountable - Are flexible and adaptive - Achieve results.	6 months

- Strengthen local presence and connection across the region.
- Develop knowledge of the challenges facing Carers in the local area.
- Promote the benefits of Coaching, Peer Groups and Community Connections Programs to Carers.
- Ensure programs are structured and delivered in line with Program Guidelines as defined by the funding body.
- Guide staff in the use reflective practice to guide their work with Carers.
- Support and guide a mobile team.
- Develop and utilise knowledge of services and supports offered formally and informally within the local community.
- Regular intra state travel required.
- Ability to travel intra and interstate.
- Commit to person cultural respect in the delivery of services.
- A current DHS Working with Children check, and National Police Check is required Current mandatory child protection training will be required.
- Duties for this position should not be considered definitive. Duties may be added to, deleted or modified in consultation with the incumbent as necessary.
- Position Descriptions and staff performance will be reviewed annually.

- Experience working autonomously.
- Experience in leading and supporting teams.
- Demonstrated experience in supporting staff in a human service setting across both individual and group programs.
- Demonstrated ability to build rapport and adapt skills according to the audience.
- Ability to provide guidance and support to identified target groups.
- Advanced written and verbal communication skills.
- Proficiency in information, communication and technology practices.
- Knowledge of challenges facing Carers.
- Experience supporting volunteers.
- Knowledge of regional specific services.
- Ability to work with groups that may challenge ethical opinions and values.
- Ability to articulate and share strategies to support Carer wellbeing.

- Recognised qualifications in one of the Social Services, Community Services or equivalent and/or significant relevant experience in the Community Services sector.