

DOCUMENT	POSITION DESCRIPTION
AREA	People & Culture

Position title:	DHS Service Coordination Officer
Classification:	Social, Community, Home Care & Disability Services (SCHADS) Award Level 2.4
Location:	Seaton Office
Line Manager:	Team Leader – Procurement & Service Coordination
Program / Team:	Procurement and Service Coordination

Position Overview

The Service Coordination Officer plays a pivotal role in supporting Carers, from within the Service Coordination Team. This position is responsible for administering and coordinating the DHS-funded Carer Breaks program, ensuring service delivery to Carers while maintaining a high standard of customer service. Key tasks include organising event bookings, coordinating tailored support packages, and processing requests for emergency respite, counselling, and coaching services.

The Service Coordination Officer will liaise with internal teams and external service providers to negotiate services that meet the unique needs of carers.

Reporting to the Team Leader - Procurement and Service Coordination, this position fosters collaboration with various stakeholders, including Carers, government and non-government organisations, and service providers.

Key Relationships / Interactions

The DHS Service Coordination Officer has strong working relationships with Carers SA's Service Delivery teams, the Corporate Services team, Executive Manager Partnership and Service Excellence, Program Managers and Team Leaders across Carers SA.

This position also requires positive working relationships with the unpaid Carer community, Government and non-Government organisations, Carers SA Consortia Partners, Service Providers and Carer Support organisations.

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

Carer Breaks Service Delivery:

- Coordinate booking of accommodation and venues and other administrative requirements of the Carer Breaks program
- Liaise with service providers to negotiate rates, dates, times and other aspects of the booking process.

Email Inbox Management:

- Monitor the Carer Breaks inbox by categorising incoming emails and assigning them to the appropriate staff member in accordance with established work instructions
- Respond promptly and professionally to Service Provider inquiries regarding bookings and service coordination

Client Management System:

- Accurately input event bookings into the CRM sessions calendar and add Carers into these bookings, in line with Carer eligibility and per the work instructions
- Create and distribute clear and accurate service contracts through the CRM ensuring services are confirmed, contracts are created, and Carers are informed
- Keep information about the negotiation of services up to date and clearly documented in the CRM system

Administration:

- Confirm invoices are accurate and documented, liaising with the Corporate Services team regarding payments
- Work in collaboration with the Corporate Services team to respond to queries and maintain data accuracy to ensure smooth processing of invoicing
- Support mail merges for mailout, sending out surveys, questionnaires and other associated information
- Provide administration support to Managers and back-up administration support to other areas in the organisation, as required

Carer Break Events Menus:

- Provide feedback on Carer Break events to support the implementation of future menus
- Create bookings on the CRM when the new menu has been approved and events confirmed with providers



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General Service Coordination Officer Responsibilities:

- Source suitable Service Providers from the approved provider list for tailored support packages, emergency respite and Carer counselling
- Negotiate with Service Providers to maximise the outcomes for Carers
- Provide administrative support to onboard new Service Providers, issuing service agreements and collating and maintaining the appropriate compliance information for new and existing providers, as detailed in the associated workflow instructions

Customer Collaboration:

- Work with all Service Delivery teams to ensure Carer follow-up and reviews for utilisation of service and supports for Carers are provided
- Communicate with Carers and Service Providers, both written and oral, regarding supports and services

Coordination of Services:

- Ensure all workflows, processes are followed to confirm and connect Carers into peer groups, coaching, counselling, Carer Breaks and services offer by our Consortia Partners
- Complete any associated documentation and data entry to CRM, as determined by internal workflow instructions

Children & Young People:

- 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

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

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

This position involves delivering exceptional customer service to both internal and external stakeholders while collaborating with the Service Delivery team to find effective solutions. Responsibilities include:

- gathering and reporting client information in line with contractual requirements



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- contributing to program development activities with Carers SA
- participating in evaluations, meetings, and data collection

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.

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.

Position Criteria – Competencies and Relevant Experience

- Proficient in information, communication and technology practices
- Demonstrated time management skills to prioritise and complete tasks within required timeframes
- Demonstrated ability to negotiate and coordinate solutions with internal and external stakeholders
- Experience in the use of databases to enter accurate information, extract reports and communicate with clients and service providers
- Experience in the use of multiple systems such as databases, email, Office 365, Excel and Word with the ability to undertake efficient and accurate data entry while maintaining data quality standards
- Provision of high-quality customer service to internal and external stakeholders
- Sound administration background
- Demonstrated ability to prioritise and manage fluctuating workloads and provide timeframe driven customer service to achieve team objectives
- Demonstrated ability to communicate both orally and in writing, with excellent customer services skills and ability to communicate sensitively with a diverse range of Carers
- Ability to adapt and positively contribute to improvement in an environment of continuous change
- Working autonomously in a dynamic team environment.
- Knowledge of services and supports offered formally and informally within the Community Services sector
- Experience using Pendula (communications) software or similar
- Knowledge of workflows
- Knowledge of challenges facing carers (desirable)
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Education / Certifications

- A relevant business/administration qualification or experience



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- Current DHS Working with Children check
- Current National Police Check
- Current mandatory child protection training will be required

