

Position Description

Position Title: Care Support Planner	Department: ICSS Services
Location: Alice Springs	Direct / Indirect Reports: Nil
Reports to: Service Delivery Team Leader ICSS	Employment Status: Fulltime / Part Time

Carers NT value its staff. We aim to provide a workplace where staff are consulted; involved and have opportunities to develop; where there is job satisfaction and people enjoy coming to work. Carers NT staff are committed to outcomes of the organisation by being engaged, creative, innovative and proactively identifying continuous improvement opportunities. By accepting accountability, acting reliably and responsibly, and demonstrating loyalty, we preserve an environment that supports sincerity, honesty, ethical behaviour resulting in a high level of trust between our community and each other.

Position Summary:

Using a strength-based approach, the Care Support Planner is responsible for assessing carers needs, supporting them through a registration and assessment process and then coordinating and connecting them to required services in line with the requirements of service delivery guidelines.

The Care Support Planner is the first point of contact to the carer, including those with distress. The role includes being able to respond in a calm and professional manner.

Using your knowledge of services, and service providers you will connect the carer to Partners, external agencies and online supports. The Care Support Planner will assess eligibility of carers to receive supports through the Carer Gateway, including Emergency Respite, Carer Directed Packages, Carer Counselling, Carer Coaching and Local Peer facilitated groups.

Position responsibilities:

The Care Support Planner is responsible for:

- Efficiently and effectively assessing carer needs for supports using the Carer STAR tool
- Developing expert knowledge of available internal services, Partner services and services available through external organisations
- Work in collaboration across programs to ensure clients' needs are met
- Maintain confidentiality on all issues related to Carers NT clients and teams
- Work health and safety – ensure own safety and the health and safety of others
- Maintain a safe and healthy workplace and work practices through supervision and ensuring all staff have the necessary information to perform work safely

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- Recognise the importance of dignity and the rights of clients to have choice and control
- Participate in team meetings and attending training as required
- Provide information, advice and support to clients and their families to facilitate their personal goals
- Act and communicate in a responsive, respectful and professional manner at all times when dealing with all internal and external stakeholders
- Maintain client records management by inputting relevant data into CRM
- Comply with service standards and organisational policies and procedures

Position Selection Criteria:

Essential:

1. Recognised qualifications in one of the Social services, community services or significant relevant experience in community services
2. Experience in an intake and assessment service
3. Expert knowledge of Services and Service providers throughout the Northern Territory
4. Understanding of consumer directed care
5. Understanding of wellness and enablement principles and how they apply to the delivery of care services
6. Experience in working with persons from diverse backgrounds
7. Empathy and understanding for Carers and their caring role
8. Sound interpersonal and communication skills
9. Willingness to undertake duties in a way that contributes to a positive impact on the organisational culture
10. Capacity to work autonomously and as a member of a Team
11. Effective computer skills (Word processing, database, Internet, email)
12. Current Drivers License, Working with Children Clearance (Ochre Card), National Police Clearance and First Aid Certificate or ability to obtain

Desirable:

13. Minimum 2 years' experience working with carers and / or working in an information provision service.
14. Demonstrated ability to apply a person centered or strength-based approach and a consumer directed model of service provision
15. Experience negotiating with community based organisations or groups to maximise outcome for clients
16. Knowledge of challenges facing carers

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