

## Position Description

<b>Position Title</b>	Carer Services Navigator
<b>Location</b>	Karuna Hospice Services 27 Cartwright Street, Windsor QLD
<b>Department</b>	Community Services
<b>Hours</b>	Part-time 0.6FTE
<b>Position Purpose</b>	The Carer Services Navigator is a frontline role that connects carers to appropriate supports across community, health, and home settings. It builds trusted relationships, conducts assessments, provides referrals, and promotes carer awareness among service providers, ensuring timely, person-centred support in line with program guidelines.
<b>Reports To</b>	Team Leader – Family Support
<b>Direct Reports</b>	Nil
<b>Our Purpose</b>	Karuna Hospice Service Ltd (“Karuna”) is a community-focused organisation guided by Buddhist principles. Karuna is dedicated to alleviating suffering by fostering choice, agency, and quality of life for all. Through specialised end-of-life care and other holistic supports, we provide compassionate, dignity-centred guidance to individuals, carers, and the broader community. As part of our team, you will help uphold these values with intent and compassion, to empower people to embrace both living and dying, and support them to find peace within.
<b>Our Values</b>	<p>How we think: <b>Humility</b> <i>To delight in providing noble service in an altruistic manner for the benefit of all with whom we connect.</i></p> <p>How we act: <b>Kindness</b> <i>With a generous spirit we will nurture relationships with grace and empathy.</i></p> <p>How we relate: <b>Respect</b> <i>We commit to freely offering and affirming the uniqueness of all we encounter.</i></p> <p>How we find meaning: <b>Courage</b> <i>‘Courage is about stretch, it’s about realising that something more or different can be done, developing the determination to do it, and then carrying through despite all obstacles’</i> 16 Guidelines for Life.</p>
<b>Our Strategic Plan</b>	<ul style="list-style-type: none"> <li><a href="#">KHS Strategic Plan 2024 - 2027</a></li> </ul>

## Key Accountabilities and Outcomes

### Carer Engagement and Planning

- Undertake carer intake, planning, and assessment using the Carer Star tool
- Develop individualised action plans that reflect carer aspirations and wellbeing goals
- Provide accurate referrals to internal and external services based on eligibility and need
- Conduct risk assessments and safety planning as required

### Service Navigation and Advocacy

- Maintain current knowledge of local services, supports, and referral pathways
- Collaborate with external agencies (e.g. ACAT, RAS, hospital discharge teams) to advocate for carers
- Promote carer inclusion and raise awareness within community networks

### Service Quality and Compliance

- Ensure documentation is timely, accurate, and compliant with program guidelines
- Maintain carer records and statistical data within client management systems
- Uphold confidentiality, ethical standards, and Karuna values in all interactions

### Stakeholder Engagement

- Establish and maintain relationships with service providers and carer networks
- Actively participate in local service coordination groups and network meetings
- Represent Karuna and the carer program professionally and positively

### Professional Practice

- Work autonomously while contributing actively to a supportive team environment
- Participate in supervision, team meetings, training, and reflective practice
- Adhere to organisational policies, procedures, and continuous improvement initiatives

## Professional Development

- Strive to build on existing skills and capabilities (actively seek opportunities to improve skills and competencies).
- Comply with relevant professional development requirements to keep any relevant qualifications current.
- Attend & contribute to organisational training sessions.
- Proactively prepare for annual review process.
- Proactively and genuinely seek feedback on work performance.
- Record professional development received.

## Selection Criteria

### Essential

- Lived experience as a carer (young or adult)
- Certificate IV or higher in a relevant support discipline, or equivalent professional experience
- Current Driver's Licence
- National Police Check (within the last 12 months)

- Working with Children Check / Blue Card
- NDIS Worker Screening Check / Yellow Card
- Completion of the NDIS Worker Orientation Module
- Valid Australian working rights
- Demonstrated experience supporting carers or working in the community, health, or human services sectors
- Knowledge of the caring role and its impact on wellbeing
- Ability to conduct intake, risk assessment, and person-centred planning

**Desirable**

- Knowledge of the carer program and its service offerings
- Familiarity with local community and carer support networks
- Understanding of culturally safe and trauma-informed practice
- Experience using client record management systems

**Key Skills and Attributes**

- Empathetic and person-centred approach to working with carers
- Strong interpersonal, verbal, and written communication skills
- Organised and able to manage competing priorities with minimal supervision
- Confident working independently across home and community settings
- Collaborative team member with a commitment to continuous improvement
- Comfortable engaging with a wide range of stakeholders and service providers
- Proficient in Microsoft Office and digital communication tools

Signature: .....  
(Employee)

Date: .....

Signature: .....

(Manager)

Date: .....