



Position Description

Position Identification			
Position Title:	First Nations Carer Advisor		
Direct Reports	N/A	Indirect Reports:	N/A
HRIS Position Number:		Effective Date:	October 2023
Location:	Chifley Drive, Preston		
Scope of Practice:	Not Applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification <i>*For HR use only</i>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement <ul style="list-style-type: none"> • SCSE Level 5 		
Organisational Context			
Divisional:	Healthy Communities		
Program:	Carer Gateway	Unit:	Operations
Organisational Chart	<pre> graph TD A[Procurement, Quality & Risk Coordinator] --- B[Clinical Practice Team Leaders and Clinical Practice Advisors] A --- C[Clinical Practice Development Advisor] A --- D[First Nations Carer Advisor] A --- E[Procurement Officer] </pre>		
Position Summary			
<p>The First Nations Carer Advisor is the first point of contact for carers from across Victoria who identify as Aboriginal or Torres Strait Islanders who are needing support through the Carer Gateway. Carers can be parents, partners, spouses, young people and children, other family members, friends or neighbours. A carer provides support to someone who needs help managing at home or in the community because they are ageing, living with disability, a mental illness or a chronic medical condition.</p> <p>Through undertaking a range of activities the First Nations Carer Advisor is ensuring the carer experience and journey through the Carer Support Planning process is culturally sensitive and culturally appropriate.</p>			



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The First Nations Carer Advisor will work in partnership with carers to understand their needs, support carers in defining goals, maximising carers health, wellbeing, social connections and assist Aboriginal or Torres Strait Islander carers achieve outcomes that will improve their quality of life.

Service Description

The Carer Gateway is a service delivery model that has been designed to assist individuals in their role as carers. The Carer Gateway has been developed to ensure that the needs of carers are placed front and centre of service delivery to assist them in their carer responsibilities.

Driving the Carer Gateway is the Integrated Carer Support Service (ICSS) model. The ICSS model focuses on services designed specifically for unpaid carers.

Carer Gateway introduces a range of tailored supports and services to help carers manage their daily challenges, reduce stress and plan for the future. This includes national, state and regionally based services.

At a state level in Victoria, the Carer Gateway provides:

- a centralised intake and registration process
- emergency respite
- carer engagement
- service mapping
- training and development

At a regional level, Carer Gateway Consortia Partners respond to the specific needs of their communities by providing:

- carer support planning
- in-person peer support
- in-person counselling
- in-person carer coaching
- carer directed packages

Merri Health and its consortium partners (Alfred Health, Barwon Health, Bendigo Health Care Group, Grampians Health, Family Care and Uniting (Victorian and Tasmania) Ltd.) deliver the Carer Gateway in Victoria.

Position Accountabilities

Responsibilities	<p>Reporting to the Procurement, Quality & Risk Coordinator, for this role:</p> <ul style="list-style-type: none"> • The First Nations Carer Advisor will facilitate the process for each individual Aboriginal or Torres Strait Islander carer, through the following stages: <ul style="list-style-type: none"> ○ Intake & Registration – identifying the carer/s; determine eligibility to access carer support services by confirming their role as carer; capturing the carer/s identifying information and basic information about the person they care for.
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	<ul style="list-style-type: none">○ Understand Needs – undertaken to understand a carer’s responsibilities, care load, living circumstances, support network and general relationship with the person they care for.○ Support Planning – In line with the carers needs, identify the types of supports / services that will best benefit the carer; develop an individual action plan to document the carers goals to ensure individual, physical, emotional and spiritual needs are met.○ Coordination – Activities to put services in place for the carer either via: referral to relevant providers; direct brokerage of services.○ Monitoring and Support – Connecting with the carer to ensure sustainable supports are in place and check wellbeing and measure outcomes against their baseline initial understanding needs and circumstances conversation. <ul style="list-style-type: none">• Ensures conversations occur in the most culturally appropriate manner. Whilst most conversations can occur on the phone, face to face is appropriate or may be preferred for some Aboriginal or Torres Strait Islander carers in discussions to understand needs and in support planning.• Provides carers with assistance to navigate and access other supports including those funded through other programs (e.g. Aged Care Support for First Nations people; Koori Community Aged Care Program; accessing NDIS).• Uses best practice frameworks that assists carers in building self-development and self-care strategies with the aim to maintain wellbeing and resilience; i.e. providing counselling; coaching etc• Lead In Person Peer Support sessions with Aboriginal and Torres Strait Islander carers to encourage connection to community.• Support partnerships with First Nations groups and organisations across the state to engage carers, improve service delivery and ensure culturally appropriate service delivery.• Work in consultation with the First Nations Carer Engagement Advisor on strategies to engage community and facilitate smooth entry point into Carer Gateway Services.• Collaborates with team members and provide secondary consultation and information to facilitate best outcomes for carers.• Participates in formal/informal service networks with community service providers, First Nations advisory groups to ensure responsive and effective service provision for carers.• Maintains comprehensive and up-to-date records and case notes in the client management system ensuring case notes and other client information is recorded according to service standards and practices.
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	<ul style="list-style-type: none">• Contributes to policy and process development to ensure best practice approaches are implemented to support Aboriginal and Torres Strait Islander carers.• Participates in relevant Carer Gateway Program and Merri Health meetings.• Fosters collaborative working relationships, demonstrates commitment to organisational values and code of conduct. <p>Other Duties</p> <ul style="list-style-type: none">• Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends.• Undertake any reasonable additional tasks as directed by Merri Health.• Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.• Practice complies with professional registration, national code for health care workers and delegated scope of practice.
<p>Safety and Risk</p>	<p>Occupational Health & Safety (OHS)</p> <ul style="list-style-type: none">• All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health's OHS Frameworks. <p>Physical Inherent requirements (PIR)</p> <ul style="list-style-type: none">• Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions• Incorporates computer based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes• Sound upper limb joints, with the ability to withstand repetitive upper limb activity• May be required to occasionally lift and carry items weighing up to 10kgs <p>Quality & Risk</p> <ul style="list-style-type: none">• Actively participate in the risk management process including identification and analysis, control of deficiencies and escalating where required.• Comply with Merri Health's policies and procedures• Participate in quality improvement activities and engage clients in these activities when relevant. <p><i>Merri Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and</i></p>



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	<i>Torres Strait Islander, Culturally and Linguistically Diverse, the LGBTIQ+ community and those living with a disability to join our workforce.</i>
Capabilities	All employees are expected to align their behaviours and utilise capabilities (or 'soft skills') in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Merri Health's Capability Matrix.
Key Selection Criteria	
Essential	<ul style="list-style-type: none"> • Genuine interest, passion and experience working with Aboriginal & Torres Strait Islander community as reflected in your previous studies and work history. References from community members is required. • Tertiary qualifications in social work, community services, nursing, disability support, health promotion, allied health or equivalent discipline or experience. • Solid understanding of and experience in holistic needs assessments, person-centred goal planning, referrals and service coordination. • Knowledge of the community care sector, including the challenges faced by Aboriginal and Torres Strait Islander people and carers of people with disability, chronic illness, mental health condition and older people. • Knowledge of issues impacting carers from Indigenous, CALD and LGBTIQ+ backgrounds. • Knowledge of services and supports available to assist Aboriginal and Torres Strait Islander people • Proven ability to foster and maintain relationships with internal and external stakeholders and to relate to and work effectively with a diverse range of individuals and communities. • Organisational and interpersonal skills, e.g. negotiation, problem solving. • Proficiency in the use of Information and Communication technologies.
Desirable	<ul style="list-style-type: none"> • Experience working in a client service delivery, assessment and planning role. • Knowledge of carer services. • Sound knowledge of Commonwealth and State funded services • Knowledge of the Carer Support Framework – Integrated Carer Support Services (ICSS)
Checks, Licences and Registration	<ul style="list-style-type: none"> • National Police check • Working with Children check • Current full or probationary Drivers Licence • Right to work in Australia • Immunisation Category B