



Position Description

Position Identification			
Position Title:	Carer Response Officer		
Direct Reports	Not Applicable	Indirect Reports:	Not Applicable
HRIS Position Number:		Effective Date:	March 2022
Location:	Chifley Drive, Level 1, Preston		
Scope of Practice:	Not Applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification <small>*For HR use only</small>	SACSE Level 3		
Organisational Context			
Divisional:	Healthy Communities		
Program:	Carer Gateway	Unit:	Service Delivery
Organisational Chart	<pre> graph TD PM[Program Manager, Service Delivery] --> TL[Team Leader - Carer Response] TL --> CO[Carer Response Officers] </pre>		
Position Summary			
<p>Carer Response Officers are the first point of contact for callers from across the state of Victoria ringing the Carer Gateway. The Carer Response Officer plays a critical role at the start of a Carer’s involvement with the Carer Gateway.</p> <p>This role undertakes the Intake and Registration functions for the state of Victoria. The role is also responsible for the provision of appropriate information to callers. Furthermore, the role undertakes the service coordination for emergency respite for Carers.</p> <p>Service Description</p> <p>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.</p> <p>Driving the Carer Gateway is the Integrated Carer Support Service (ICSS) model. The ICSS model focuses on services designed specifically for unpaid carers.</p>			



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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 national level, services delivered centrally include:

- The Carer Gateway website
- Phone counselling
- on-line self-guided coaching
- an on-line peer support community forum, and
- on-line skills courses.

At a state level, the Carer Gateway provides:

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

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

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

Merri Health and its consortium partners (Alfred Health, Ballarat Health Services, Barwon Health, Bendigo Health Care Group, Goulburn Valley Family Care Inc. and Uniting (Victorian and Tasmania) Ltd.) have been chosen by the Commonwealth to deliver the new Carer Gateway in Victoria.

Position Accountabilities

Responsibilities

Reporting to the Team Leader - Carer Response, this role:

- Undertakes the day to day Carer Gateway Intake and Registration functions for the state of Victoria.
- Ensures a consistent and effective experience for clients of the Care Gateway.
- Facilitates the process for each individual carer through the Intake and Registration Stage when a carer may present with an enquiry or request, which includes:
 - Assessing urgency and emergency circumstances.
 - Determining carer eligibility to access support services.
 - Completing registration details of the carer and their situation.
 - Establishing a record of the carer in the Client Information Management System (CIMS) to support



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	<p>ongoing management of support services and monitoring of carer wellbeing, post-delivery of service.</p> <ul style="list-style-type: none">○ Providing carers with information and advice, tailored to their needs and circumstances.○ Arranging and coordinating brokered respite services for carers who are experiencing a crisis or emergency, ensuring contracts have been established with Merri Health prior to using a brokered provider.○ Assisting carers to access planned respite funded through other sources, e.g. My Aged Care/NDIS/State-Funded programs. <ul style="list-style-type: none">● Provides immediate support to carers in distress or in complex caring roles by collecting information to facilitate immediate transfer to appropriate escalation point or emergency service.● Ensures that referrals are made in a timely manner to service providers and Merri's consortia partners.● Adhere to the Intake and Registration Operation Manual including the principles underpinning the Carer Support Planning Framework.● Ensures positive relationships with all key stakeholders including relevant government services, consortia partners, service providers and key referrers, including internal colleagues.● Maintain timely and accurate documentation and carer records.● Provide an excellent level of customer service to all callers into the Carer Gateway. <p>↓</p> <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, relevant trends and training and development opportunities.● Undertake any reasonable additional tasks as directed by Merri Health.● Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.
<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



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	<p>flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes</p> <ul style="list-style-type: none"> • 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"> • Be proactive in risk identification, notification and management. • 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 Torres Strait Islander, Culturally and Linguistically Diverse, the GLBTIQ community and those living with a disability to join our workforce.</i></p>
Capabilities	<p>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.</p>
Key Selection Criteria	
Essential	<ul style="list-style-type: none"> • Certificate IV in Disability, Community Care or equivalent. • Experience in a client service delivery role and knowledge of intake and registration functions to obtain accurate information. • Knowledge of the community care sector, including the challenges faced by carers of people with a disability, chronic illness, mental health condition and the aged. • 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, time management. • Proficiency in the use of Information and Communication technologies.
Desirable	<ul style="list-style-type: none"> • Knowledge of the Carer Support Framework for Integrated Carer Support Services (ICSS). • Knowledge of Carer Gateway Carer Support Planning Framework. • Knowledge of the Carer Gateway Service Provider Operating Manual. • Knowledge of issues impacting carers from Indigenous, CALD and LGBTIQ+ backgrounds and ability to speak a relevant community language..



Position Description

Checks, Licences and Registration	<ul style="list-style-type: none">• National Police check• Working with Children check• Current full or probationary Drivers Licence
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