



Position Description

Position Identification			
Position Title:	Carer Engagement Advisor		
Direct Reports	Not applicable	Indirect Reports:	Not applicable
Position Number: (from HRIS)		Effective Date:	May 2022
Location:	Chifley Drive, Preston		
Scope of Practice:	Not applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification *For HR use only	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017 <ul style="list-style-type: none"> SACSE Level 5 		
Organisational Context			
Divisional:	Healthy Communities		
Program:	Carer Gateway	Unit:	Operations & Program Support
Organisational Chart	<pre> graph TD CEC[Carer Engagement Coordinator] --- CA1[Carer Engagement Advisor] CEC --- CA2[Carer Engagement Advisor] CEC --- YCEA[Young Carer Engagement Advisor] YCEA --- CESO[Carer Engagement Support Officer] </pre>		
Position Summary			
<p>The Carer Engagement Advisor undertakes the outreach activities for the Carer Gateway such as promotional and profile raising activities and includes outreach activities to targeted groups from diverse backgrounds. The role works closely with the Young Carer Engagement Advisor who specialises in targeting Young Carers, to ensure consistent, high quality practices.</p> <p>The role is also responsible for working collaboratively with outlet partners to guide outreach activities within all regions across Victoria and that are tailored to meet the needs of local communities.</p>			



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Outreach activities should focus on reducing barriers which prevent disconnected or hidden potential service users and carers from accessing the services they need, raise awareness and contribute to improving the health and wellbeing of carers and caring families.

The role therefore also undertakes service area mapping activities which inform the annual service mapping to ensure the Carer Gateway understands current and emerging carer needs.

Service Description

To increase support for carers, the Commonwealth government has engaged with stakeholders over several years to re-design services and as a result it has developed the Integrated Carer Support Service (ICSS) model which is designed to reduce carer stress, increase resilience, and help carers plan for the future.

The system will be supported by national infrastructure and managed by the Australian Government with services including:

- the Carer Gateway website
- phone counselling
- online self-guided coaching
- an online peer support community forum, and
- online skills courses.

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.

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

- a centralised intake and registration process
- carer support planning
- in-person peer support
- in-person counselling
- carer directed packages
- emergency respite care, and
- in-person carer coaching

Position Accountabilities

Responsibilities

Reporting to the Carer Engagement Coordinator, the Carer Engagement Advisor is responsible for:

- Coordinating and conducting outreach activities such as information sessions, community forums, linking with social, health, cultural and education providers to raise awareness of and promote the Carer Gateway.



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- Conducting service area mapping and contributing to the annual, detailed service mapping.
- Working with consortia partners to identify service gaps and develop projects, initiatives and community development strategies.
- Supporting consortia partners to conduct outreach activities that raise community awareness of the Carer Gateway, improve the health and wellbeing of caring families and promote community participation/social inclusion.
- Developing strategies to engage carers from diverse communities such as; LGBTIQ+, Culturally and Linguistically Diverse, Aboriginal and Torres Strait Islander, newly emerging communities.
- Overseeing targeted activities that support carers to remain in or engage with education and/or employment and meet the needs of that community.
- Advising and guiding consortia partners of evidence-based principles and interventions that are effective in working with various carer groups.
- Overseeing the promotional activities and initiatives delivered by consortia partners.
- Applying asset-based community development strategies.
- Assisting consortia partners to utilise a place-based co-design process to facilitate community consultation and inform service delivery that meets the needs of local communities.
- Implementing robust evaluation and reporting methods on the effectiveness of outreach activities.
- Developing partnerships and referral pathways with organisations to support the Carer Gateway outcomes.
- Using evidence based community development principles and strategies.
- Work collaboratively with other members of the Operations & Program Support team, contributing to policy and process development to ensure best practice approaches are implemented to support carers.
- Maintain comprehensive and up to date records in CIMS, in line with service standards and practice..
- Undertake reporting requirements and support consortia partners where appropriate.



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	<p>Other Duties</p> <ul style="list-style-type: none"> • Contribute to the ongoing delivery of the Program and Merri Health’s Strategic Plan. • Undertake a portfolio or specialist outreach area as assigned by the Carer Engagement Coordinator. • Actively contribute towards team outcomes, ensuring targets, guidelines and funding requirements are met, and positive external relationships are maintained. • Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.
<p>People Management</p>	<ul style="list-style-type: none"> • Participate in, professional development, supervision, reward and recognition and performance management activities. • Contribute to employee retention and workforce planning within the Carer Gateway to ensure responsiveness to changing or emerging carers needs • Comply with people management processes and all Merri standards, policies and procedures • Actively contribute to a culture of ambition and success across the Carer Gateway • Understand performance objectives of the Team through effective development of individual KPIs and work plans.
<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. • Understand and implement accreditation standards that apply to team and organisation • Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements



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	<ul style="list-style-type: none"> Support staff to understand and apply new and changed policies and procedures. <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 LGBTIQ+ community and those living with a disability to join our workforce.</i></p>
<p>Capabilities</p>	<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>
<p>Key selection criteria</p>	
<p>Essential</p>	<ul style="list-style-type: none"> Tertiary qualifications in Community Development, Health Promotion, Social Work, Public Health or equivalent discipline or experience. Sound understanding of collective impact principles. Demonstrated experience in creating and maintaining effective partnerships with a broad range of stakeholders. High-level gap analysis and research skills with demonstrated ability to search for, appraise, analyse data and provide recommendations to inform practices and decision making. Experience in delivering information sessions and presentations to a range of audiences. Experience in planning, developing, coordinating, implementing and evaluating community initiatives. Knowledge of the community care sector, including the challenges faced by carers and carers of people with a disability, chronic illness, mental health condition and older people. Knowledge of issues impacting carers from Indigenous, CALD and LGBTIQ+ backgrounds. Demonstrated ability to exercise sound judgement, with an appropriate degree of initiative and sensitivity while maintaining confidentiality. Demonstrated ability to work in accordance with policies, guidelines and relevant legislation. Excellent organisational and interpersonal skills such as written and verbal communications, negotiation, problem solving capacity.
<p>Desirable</p>	<ul style="list-style-type: none"> Sound knowledge of Commonwealth and State funded Carer Support Services. Existing links with statewide carer services, businesses and professional Networks. Certificate IV in Training and Assessment.



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	<ul style="list-style-type: none">• Sound understanding of and the issues impacting on regional communities.• Proficient in using Microsoft Powerpoint and the ability to adapt to other digital platforms that support effective presentations to remote audiences.• Ability to speak a relevant community language.• Experience within a community sector organisation.
Checks, Licences and Registration	<ul style="list-style-type: none">• National Police Check• Working with Children Check• Current full or probationary drivers licence• Immunisation Category C