



# Position Description

Position Identification			
Position Title:	Carer Engagement Coordinator		
Direct Reports	5	Indirect Reports:	10
HRIS Position Number:	1113	Effective Date:	April 2020
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"> <li>SACSE Level 6 (translated to Social Worker IV)</li> <li>SACSEL Level 6 (translated to Community Development Worker 2B)</li> </ul>		
Organisational Context			
Divisional:	Healthy Communities		
Program:	Carer Gateway	Unit:	Business Operations
Organisational Chart	<pre> graph TD     PM[Program Manager Operations &amp; Service Support] --&gt; CEC[Carer Engagement Coordinator]     CEC --&gt; CGEO[Carer Gateway Experience Officer]     CEC --&gt; CEAdv[Carer Engagement Advisor x2 FTE]     CEC --&gt; CESO[Carer Engagement Support Officer]     CEC --&gt; SWYCA[State-wide Young Carer Advisor]           </pre>		
Position Summary			
<p>The Carer Engagement Coordinator is responsible for leading carer engagement, service promotion, service development, policy advocacy and initiatives which introduce and embed strategies and ways of working that foster a carer centered approach to service planning, delivery and evaluation.</p>			
<p><b>Service Description</b></p> <p>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:</p> <ul style="list-style-type: none"> <li>the Carer Gateway website</li> <li>phone counselling</li> <li>online self-guided coaching</li> <li>an online peer support community forum, and</li> <li>online skills courses.</li> </ul> <p>At a regional level, the Carer Gateway will respond to the specific needs of their communities by providing:</p> <ul style="list-style-type: none"> <li>a centralised intake and registration process</li> </ul>			



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- carer support planning
- in-person peer support
- in-person counselling
- carer directed packages
- emergency respite care, and
- in-person carer coaching (to be added to the suite of services in 2021)

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 Program Manager, Operations and Service Support, this role:

- Leads a team and builds a culture of ambition and success through motivating and developing employees by providing challenge and promoting continuous improvement.
- Provides professional subject matter advice relating to carer engagement, service development, service evaluation, service promotion, project management and policy advocacy.
- Monitors trends, changes and service gaps within the sector.
- Identifies, designs and implements growth and sustainability strategies and solutions that contribute to the achievement of carer programs and services in line with government policy and reforms.
- In conjunction with the Program Manager, develops program plans and individual work plans which incorporate goals and objectives that align with the strategic direction of the Carer Gateway and Merri Health.
- Establishes reporting to monitor progress against work plans and budget.
- Oversees Community of Practice meetings with partners to ensure ongoing service development and continuous improvement.
- Develops Advisory committees to ensure carer lived experience is embedded into all service development
- In conjunction with Merri Health, Marketing and Communication team and Partners, identifies and leads the development of general marketing communications and promotional opportunities for the Victorian Carer Gateway.
- Oversees the delivery of statewide Carer Engagement events/social activities and promotional activities in partnership with consortia members.
- Ensures the effectiveness of carer engagement activities and that they reflect evidence-based practice, demonstrate innovation and are evaluated.
- Makes recommendations for targeting professional audiences (GPs, hospitals, etc.) to improve engagement and increase accessibility to Carers
- Promotes and drives positive relationships with carers, captures all input, feedback and complaints in relation to service delivery, planning, design and evaluation and ensures this is fed back into continuous improvement.
- Contributes to policy and process development to ensure best practice approaches are implemented in supporting carers.
- Ensures services provided operate within the principles underpinning the Carer Support Framework and the Carer Gateway Service Provider Operating Manual.
- Develops and maintains positive relationships with all stakeholders including relevant internal colleagues, partners, government services, service providers and key referrers.
- Ensures reporting requirements for programs are undertaken.



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	<p><b>Other Duties</b></p> <ul style="list-style-type: none"> <li>• Manage program finances including budget setting and ongoing maintenance, ensuring program operates within a responsible, sustainable financial framework.</li> <li>• Ensure the appropriate tools, policies, compliance with registration and/or codes and models of practice are embedded in the team/program for desired business and organisation culture outcomes</li> <li>• Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.</li> <li>• Work as part of the Business Support Leadership team on projects to improve service delivery for Carers</li> </ul>
<p><b>People Management</b></p>	<ul style="list-style-type: none"> <li>• Ensuring the management of people within the Team including recruitment, induction, professional development, reward and recognition and performance management</li> <li>• Manage employee retention and coordinate workforce planning across the Team to ensure responsiveness to changing or emerging client needs</li> <li>• Promote and monitor compliance of people management processes to all Merri standards, policies and procedures</li> <li>• Build a culture of ambition and success across the Team through motivating and developing employees by promoting continuous improvement</li> <li>• Ensure the performance objectives of the Team are communicated, understood and cascaded to all employees through effective development of individual KPIs and work plans</li> <li>• Ensure appropriate succession plans are in place to achieve longer term strategies</li> </ul>
<p><b>Safety and Risk</b></p>	<p><b>Occupational Health &amp; Safety (OHS)</b></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul> <p><b>Physical Inherent requirements (PIR)</b></p> <ul style="list-style-type: none"> <li>• Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions</li> <li>• 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</li> <li>• Sound upper limb joints, with the ability to withstand repetitive upper limb activity</li> <li>• May be required to occasionally lift and carry items weighing up to 10kgs</li> </ul> <p><b>Quality &amp; Risk</b></p> <ul style="list-style-type: none"> <li>• Actively participate in the risk management process including identification and analysis, control of deficiencies and escalating where required.</li> <li>• Understand and implement accreditation standards that apply to team and organisation</li> <li>• Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements</li> <li>• Assist with the development, review and implementation of policies and procedures and support staff to understand and apply them.</li> </ul>



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	<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>
<b>Capabilities</b>	<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>
<b>Key selection criteria</b>	
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Bachelor qualification in Social Work or equivalent tertiary related field.</li> <li>• Demonstrated experience in designing, planning, delivering and evaluating programs.</li> <li>• Relevant experience and capacity to provide effective supervision, support and development of staff.</li> <li>• Demonstrated project management and advocacy skills.</li> <li>• Knowledge of the community care sector, including the complex challenges faced by carers of people with a disability, chronic illness, mental health condition and the aged.</li> <li>• 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.</li> <li>• Organisational and interpersonal skills, e.g. negotiation, problem solving capacity, communication and organisational and planning skills</li> <li>• Sound financial management, budgeting, reporting and compliance skills with the proven ability to work independently.</li> <li>• Proficiency in the use of Information and Communication technologies.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Community development, health administration or management experience</li> <li>• An understanding of strategic thinking, planning and service development concepts.</li> <li>• Knowledge of the Carer Support Framework for Integrated Carer Support Services (ICSS).</li> <li>• Knowledge of the Carer Gateway Service Provider Operating Manual</li> <li>• Knowledge of issues impacting carers from Indigenous, CALD and LGBTIQ+ backgrounds</li> <li>• Ability to speak a relevant community language.</li> </ul>
<b>Checks, Licences and Registration</b>	<ul style="list-style-type: none"> <li>• National Police check</li> <li>• Working with Children check</li> <li>• Current full or probationary drivers licence</li> <li>• Stautory Declaration</li> <li>• Right to Work in Australia</li> <li>• Immunisation Cateogry C</li> </ul>