



Position Description

Position Identification			
Position Title:	Clinical Practice Development Advisor		
Direct Reports	[Not Applicable]	Indirect Reports:	[Not Applicable]
Position Number: (from HRIS)		Effective Date:	[July 2023]
Location:	[Chifley Drive, Preston]		
Scope of Practice:	[Not Applicable]		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification *For HR use only	Merri Health Enterprise Agreement 2021 Social and Community Services Level 4 <ul style="list-style-type: none"> • SCSE4 		
Organisational Context			
Divisional:	[Healthy Communities]		
Program:	[Carer Gateway]	Unit:	[Operations]
Organisational Chart	<pre> graph TD A[Procurement Quality & Risk Coordinator] --> B[Procurement Officer] A --> C[Clinical Practice Development Advisor] A --> D[Clinical Practice Advisors] A --> E[Quality & Evaluation Advisor] </pre>		
Position Summary			
<p>The Clinical Practice Development Advisor is a key role in ensuring service delivery practices of the Statewide Carer Gateway Carer Response Team are consistent, high quality and safe practices. The role is responsible for developing and maintaining State-wide practice protocols, clinical practice guidelines, developing training modules and delivering coordinated training to the Carer Response team members and team leaders. The role will ensure standardisation, risk management strategies are developed and embedded into practice by the Carer Response team and improve the overall quality of service delivery outcomes for carers.</p> <p>The Clinical Practice Development Advisor will review end to end service delivery by the Carer Response Team to ensure carers receive quality person centred care in line with the principles underpinning the Carer Support Framework, The Carer Recognition Act (2012) and other relevant frameworks and guidelines reflecting best practice.</p>			



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The Clinical Practice Development Advisor will be central, working directly with Carer Gateway Program Managers, Project Manager, Ops Support Lead and Procurement, Quality & Risk Coordinator to scope, plan and/or implement new service delivery programs, projects and new or updated systems within the Carer Response Team and either directly or indirectly, consortia partners. Responsibility for operational implementation and training are within scope of this role. The intent is to lift and broaden the capability of the Carer Response Team to implement new initiatives to support carers Statewide.

This dynamic role is key to enhancing the Carer Gateway culture of being outcomes and impact driven, as well as fostering continuous learning and growth.

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, Ballarat Health Services, Barwon Health, Bendigo Health Care Group, Grampians Health and Uniting (Victorian and Tasmania) Ltd.) deliver the Carer Gateway in Victoria.

Position Accountabilities

Responsibilities

Reporting to the Procurement, Quality & Risk Coordinator, the Clinical Practice Development Advisor will:



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	<ul style="list-style-type: none">• Develop, update and provide quality training resources to assist the State-Wide Carer Response Team provide carers with a response of the highest customer service quality.• Document a standardised and consistent response for managing the risk and safety of carers, including training to risk based approaches in managing suicidality, family violence, elder abuse and other complex caring situations.• Working directly with the Carer Gateway Program Managers, Ops Support Lead, Project Manager and Procurement, Quality & Risk Coordinator to scope, plan and/or implement new service delivery programs, projects and new or upgraded systems within the Carer Response Team and either directly or indirectly, consortia partners.• Responsibility for operational implementation and training are within scope of this role, ensuring processes are created, documented and staff trained.• Working with Program Managers and Team Leaders, contribute to or lead policy and process development for the Carer Response Team to ensure best practice approaches are implemented in supporting carers.• Working in close collaboration and collectively with Clinical Practice Advisor/s ensuring consistency of practice and together developing material, communication strategy and implementation when Carer Response Team and Consortia partners are impacted by changes, processes or shared themes emerge for development and delivery of training.• Design and deliver centralised Induction of new employees into the Carer Response team ensuring consistency of training in onboarding into the team• Work with Program Manager, Team Leaders and consortia partners to establish and maintain escalation protocols for the appropriate service response for complex and high-risk scenarios.• Provide one-to-one support, facilitate discussion groups to support employees in the team where it has been identified there are additional training requirements• Design and implement evaluation process using surveys, questionnaires, interviews and by audit or calls and carer files, in order to plan future training requirements and to amend existing ones as part of continuous improvement practice• Ensure the Carer Response Team Operational Procedure Manual and Training manual is regularly reviewed, updated and further developed as training gaps are identified or further processes are developed.• Become a Carer Star Licensed Trainer (LT) and maintain skills to deliver training and refresher sessions• Provides professional subject matter advice and information to the Carer Gateway Carer Response Team relating to the provision of support to carers.
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	<ul style="list-style-type: none">• Contribute to a culture of ambition and success across the team through motivating and developing employees by promoting continuous improvement.• Develop and maintain positive relationships with all internal and external stakeholders. <p>Other Duties</p> <ul style="list-style-type: none">• Support the implementation of the Program and Merri Health’s Strategic Plan.• 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.• Contribute positively to team outcomes, ensuring targets and funding requirements are met, and good external relationships are maintained.• Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.• Contributing to policy and process development to ensure best practice approaches are implemented in supporting carers.• Other duties as requested by the Procurement, Quality & Risk Coordinator.
<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.



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	<ul style="list-style-type: none"> • 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 • 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 GLBTIQ 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"> • Our candidate is a passionate and experienced professional, with tertiary qualifications recognised in Australia in health, education or related disciplines such as Social Work, Counselling, Psychology or Allied Health. • Demonstrated leadership skills and ability to influence and negotiate with a range of diverse stakeholders. • Experience in scoping, designing and implementing new service delivery programs • Demonstrated experience in working with various levels of management and capacity to work collaboratively • Proficient in using Microsoft Powerpoint and the ability to adapt to other digital platforms that support effective presentations to remote audiences. • Ability to create effective and persuasive communication materials for a range of audiences using face to face, online methods. • Rapport building, networking and relationship building abilities. • Excellent organisational and interpersonal skills, e.g. negotiation, problem solving capacity, communication and organisational and planning skills. • Ability to negotiate and advocate with a wide range of health and community support agencies and create/maintain effective partnerships. • Action-oriented with the ability to logically plan, organise and prioritise multiple projects/priorities to meet timescales and competing deadlines.



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Desirable	Experience within a community sector organisation; <ul style="list-style-type: none">• Knowledge of the Carer Gateway Service Provider Operating Manual and Program Design.• Demonstrated knowledge and understanding of the principles that underpin the Carer Star and Carer Gateway Carer Support Planning Framework.• Knowledge of issues impacting carers from Indigenous, CALD and LGBTIQ+ backgrounds• Understanding of the role, needs and concerns of carers
Checks, Licences and Registration	<ul style="list-style-type: none">• National Police Check• Immunisation Category C