



Position Description

Position Identification			
Position Title:	Senior Assessment and Planning Officer		
Direct Reports	0	Indirect Reports:	6
HRIS Position Number:	2131	Effective Date:	September 2021
Location:	TBC (possibly Footscray) and Chifley Dr in Preston initially		
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 <ul style="list-style-type: none"> SACSE Level 5 		
Organisational Context			
Divisional:	Healthy Communities		
Program:	Carer Services	Unit:	Carer Services West
Organisational Chart	<pre> graph TD MS[Manager Carer Services] --> TM[Transition Manager (until Feb 2022)] TM --> TL[Team Leader Carer Services West] TL --> AP[Assessment and Planning] TL --> APO[Assessment and Planning Officers] TL --> YCEO[Young Carer Engagement Officer] TL --> PSW[Peer Support Worker] TL --> MCO[Marketing and Comms Officer] </pre>		
Position Summary			
<p>The Senior Assessment and Planning Officer supports the Team Leader, Carer Services West, by providing clinical supervision, secondary consultation and training to Assessment & Planning Officers. The role also takes on program and operational responsibilities during Team Leader absences. Furthermore, the role undertakes assessments, develops goal directed care plans and provides coaching for carers with particularly complex presentations.</p> <p>Service Description</p> <p>Merri Carer Services supports carers in the Northern and, from late 2021, Western Metro region of Melbourne. 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>We work in partnership with carers to learn about their needs, support them in defining goals and assist with planning for the future. We support carers in their caring roles and aim at maximising carers' health, wellbeing and social connections.</p> <p>Merri Carer Services delivers carer supports through a range of state and federally funded programs including the Carer Gateway, the Support for Carers Program and the Commonwealth Home Support Program.</p>			



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The Carer Gateway (funded by the Commonwealth Government) provides carer services under the Integrated Carer Support Services (ICSS) model and was fully implemented in April 2020. Central services include the Carer Gateway website, phone counselling, online self-guided coaching, an online peer support community forum, and online skills courses. The Carer Gateway also provides a centralised intake and registration process for carers. At a local level, the Carer Gateway is supported by a number of partner organisations which respond to the specific needs of their community by providing carer support planning, in-person peer support, in-person counselling, in-person carer coaching, carer directed packages and emergency respite. Merri Carer Services is one of these local partner organisations, servicing the Northern and Western Metro Melbourne catchment area.

In the Northern catchment area, Merri Carer Services receives significant funding from the Victorian state government through the Support for Carers Program (SCP). This funding allows us to complement ICSS services and provide innovative and flexible programs, such as respite support and equipment, events and activities, peer support groups, community engagement initiatives, and many more. With the funding through the Commonwealth Home Support Program (CHSP), we deliver the Northern Respite Services, which supports older carers through flexible respite.

Merri Carer Services will commence to provide ICSS-funded carer services in Western Melbourne Metro in late 2021. The catchment area includes Maribyrnong, Moonee Valley, Brimbank, Hobsons Bay and Wyndham.

Position Accountabilities

Responsibilities

Reporting to the Team Leader, Carer Services West, this role:

Senior practitioner tasks:

- Is responsible for clinical supervision of the Assessment & Planning team
- Supports the Assessment & Planning team through secondary consultation, case discussion and clinical assistance with assessments and goal planning.
- Works closely with the Assessment & Planning Officers to ensure high-quality, person-centred goal-directed care planning and coaching
- Acts as a second in charge for the Team Leader and manages the work unit during planned and unplanned Team Leader absences
- Creates practice tools, principles and frameworks for the Assessment & Planning and coaching team
- Provides training and support to staff ensuring the Carers Star assessment tool is used effectively

General Assessment and Planning tasks:

- Undertakes holistic assessments (using Carers Star) and develops goal-directed care plans for carers with particularly complex presentations
- Delivers in-person coaching
- Provides carers with assistance to navigate, coordinate and access other supports including planned respite and/or community access funded through other programs (e.g. MAC/NDIS).
- Collaborates with team members and provide clinical supervision, secondary consultation and information to facilitate best outcomes for carers.
- Develops and maintains formal service networks with community service providers 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.
- Contributes to policy and process development to ensure best practice approaches are implemented in supporting carers.
- Participates in relevant Carer Services Program and Merri Health meetings.



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	<ul style="list-style-type: none"> • Participates in regular supervision with the Team Leader, Carer Services West. • 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"> • 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>
<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 Social Work or appropriate equivalent discipline or experience. • Advanced skills in assessment, care-planning, referrals and service navigation • Previous experience in clinical leadership or similar role • 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.



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	<ul style="list-style-type: none">• 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 and strong communication skills.• Proficiency in the use of Information and Communication technologies.
Desirable	<ul style="list-style-type: none">• Extensive experience working in a client service delivery, assessment and planning role.• Knowledge of issues impacting carers from Indigenous, CALD and LGBTIQ+ backgrounds and ability to speak a relevant community language.
Checks, Licences and Registration	<ul style="list-style-type: none">• National Police check• Working with Children check• Current full or probationary Drivers Licence• Statutory Declaration• Right to work in Australia• Immunisation Category B