



# Position Description

Position Identification			
<b>Position Title:</b>	Procurement Officer		
<b>Direct Reports</b>	Not Applicable	<b>Indirect Reports:</b>	Not Applicable
<b>HRIS Position Number:</b>		<b>Effective Date:</b>	November 2022
<b>Location:</b>	Chifley Drive, Preston		
<b>Scope of Practice:</b>	Not Applicable		
<b>Delegation of Authority:</b>	Refer to Delegation of Authority Policy		
<b>Agreement/Classification</b>	Merri Health Enterprise Agreement		
<b>*For HR use only</b>	<ul style="list-style-type: none"> <li>Management &amp; Administrative Officer, Grade 3 – MAO3</li> </ul>		
Organisational Context			
<b>Divisional:</b>	Healthy Communities		
<b>Program:</b>	Carer Gateway	<b>Unit:</b> Operations	
<b>Organisational Chart</b>	<pre> graph TD     A[Procurement, Quality &amp; Risk Coordinator] --&gt; B[Procurement Officer]     A --&gt; C[Clinical Quality Consultant]     A --&gt; D[Clinical Practice Advisor]     A --&gt; E[Clinical Practice Development]           </pre>		
Position Summary			
<p>The Procurement Officer proactively oversees all the administrative requirements in the engagement, maintenance, monitoring, and review of Carer Gateway subcontractors, contracted counsellors and suppliers. The objective being that any provider engaged operates in line with Carer Gateway policy and relevant contractual requirements, and meets the needs of consortia partners and ultimately the needs of carers.</p> <p>Supported by the Procurement, Quality &amp; Risk Coordinator, the Procurement Officer will help establish and implement a risk based, subcontracted services model to ensure any service provided to carers through Carer Gateway funding, is appropriate, compliant with Carer Gateway requirements, is safe, of high quality, and easily accessible by consortium partners.</p> <p><b>Service Description</b></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, Carer Gateway Consortia Partners respond to the specific needs of their communities by providing:

- assessment and 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, Goulburn Valley Family Care Inc. and Uniting (Victorian and Tasmania) Ltd.) deliver the Carer Gateway in Victoria.

## Position Accountabilities

### Responsibilities

Reporting to the Procurement, Quality & Risk Coordinator, the Procurement Officer will:

- Support with establishing and implementing new processes and systems to create a standardised, streamlined approach for the procurement of goods and services in the provision of support and respite services to carers on behalf of Carer Gateway.
- Ensure the risk based subcontracted services model is followed in ensuring each service provider assigned to a particular risk category has appropriate due diligence checks and is provided with the relevant service agreement and compliance checklist of necessary documentation to be returned.
- Ensure all service agreements and compliance documentation are received and meet requirements, prior to the delivery of any services.
- Provide guidance, support and information to consortia partners with any aspect to the onboarding of service providers to ensure compliance with policy and procedure.
- Responding to and actioning tickets logged by consortia employees through the service management system portal (Cherwell) in line with KPI's.
- Liaise with prospective service providers on any queries in relation to service agreements and supporting commercial and compliance documentation to ensure smooth onboarding process and efficient, timely responses.



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	<ul style="list-style-type: none"><li>• Consult with Coordinator to make recommendations and raise any concerns with respect to any departures to standard contract terms.</li><li>• Via Cherwell and other systems, maintain executed contracts and documentation and monitor and actively follow up on any service agreement under negotiation or in progress.</li><li>• Ensure due diligence and any other check deemed necessary are conducted first prior to actioning any requests in Cherwell to change/alter records.</li><li>• Ensure all notes of correspondence with service providers are duly noted in Cherwell against their record.</li><li>• Seek to identify service delivery gap areas where carer needs are not able to be met due to the limited number of, or non-existent, contractual arrangements being in place. Supported by the Procurement, Quality &amp; Risk Coordinator, attempts to source appropriate service providers and onboard through entering into sub contracting arrangements will be vital to ensuring carer needs are being met.</li><li>• Extracting and manipulating reports to enable management oversight of various service providers, regions, service types &amp; financial spend and any other reports as required.</li><li>• Assist the Procurement, Quality &amp; Risk Coordinator in planning, preparing &amp; implementing random auditing activities with subcontracted providers.</li><li>• Establish and update procedural manuals inherent to the position.</li><li>• Manage the Carer Gateway Contracts group email to action / update issues, requests and tasks; keep stakeholders informed and ensure timely outcomes as required.</li><li>• Contribute to continuous improvement activities, actively putting forward suggestions and recommendations.</li><li>• Assist the Coordinator in implementing new initiatives and projects to always ensure best practice.</li></ul> <p><b>Other Duties</b></p> <ul style="list-style-type: none"><li>• Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends.</li><li>• Undertake any reasonable additional tasks as directed by Merri Health.</li><li>• Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.</li><li>• Other duties as requested by the Procurement, Quality &amp; Risk Coordinator</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></ul>



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	<ul style="list-style-type: none"> <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>• Be proactive in risk identification, notification and management.</li> <li>• Comply with Merri Health’s policies and procedures</li> <li>• Participate in quality improvement activities and engage clients in these activities when relevant.</li> </ul> <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>	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.
<b>Key Selection Criteria</b>	
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Qualifications in the area of Business Administration or similar;</li> <li>• Demonstrated experience and sound knowledge of contract management administration;</li> <li>• Experience and high degree of proficiency in the use of information technologies and Microsoft Office;</li> <li>• Strong capability to foster and maintain strong working relationships internally, externally, with our consortia partners and sub-contractors;</li> <li>• Analytical mindset and problem solving, solution focused skills;</li> <li>• Proven accuracy and meticulous attention to detail;</li> <li>• Maintains data integrity and all times using naming conventions and style guides to ensure clear accessibility of information to all parties;</li> <li>• Highly developed organisational and communication skills both in written and verbal form;</li> <li>• Self motivated and demonstrated ability to work independently with general direction;</li> <li>• Excellent multitasking skills with ability to manage and prioritise workload and competing demands in a busy environment;</li> <li>• Experience working in a team-oriented, collaborative environment;</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Experience using contract management systems and applications;</li> <li>• Experience within a community sector organisation</li> <li>• Understanding of the role, needs and concerns of carers</li> <li>• Understanding of Carer Gateway</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> </ul>