



Position Description

Position Identification			
Position Title:	State Manager , Victorian Carer Gateway		
Direct Reports	4-6	Indirect Reports:	20-25
HRIS Position Number:	1517	Effective Date:	January 2020
Location:	Chifley Drive, Preston, with travel required across Victoria		
Scope of Practice:	Scope of Practice Link / Not applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification *For HR use only	Merri Health Enterprise Agreement 2018-2020 <ul style="list-style-type: none"> Management and Administrative Officers, Grade 6 		
Organisational Context			
Divisional:	Healthy Communities		
Program:	Victorian Carer Gateway	Unit:	Victorian Carer Gateway
Organisational Chart	<pre> graph TD A[General Manager Healthy Communities] --- B[State Manager Victorian Carer Gateway] </pre>		
Position Summary			
<p>The Statewide Manager, Victorian Carer Gateway is responsible for the initial implementation and ongoing performance of the Commonwealth Government, Department of Social Services (DSS) Integrated Carer Support Service (ICSS) across the state of Victoria. This encompasses the Regional Delivery Partner (RDP) areas of VIC 1 and VIC 2. The position will be responsible for overseeing the contract requirements between Merri Health and DSS, and working with a range of consortia partners and subcontractors to oversee effective and consistent implementation of the ICSS model across the state of Victoria. The role will also oversee the centralised statewide functions for the Carer Gateway such as contracts management, Intake, reporting, monitoring and performance. The role will also work closely with both the Commonwealth and State government on advocacy and continuous improvement of new Carer Gateway across Victoria.</p> <p>Service Description</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.</p> <p>The approach includes national and regionally based services and will consist of a network of Regional Delivery Partners (RDPs) across Australia to deliver localised and directed support to carers.</p> <p>The system will be supported by national infrastructure and managed by the Australian Government with</p>			



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services including:

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

At a regional level, Regional Delivery Partners 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 (to be added to the suite of services in late 2020)

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 services in Victoria. Merri Health also receives Support for Carers Funding from the State Government of Victoria which is incorporated and integrated into some of the functions of this position description / role.

Position Accountabilities

Responsibilities

Reporting the General Manager, Healthy Communities, the Statewide Manager, Victorian Carer Gateway is responsible for:

- Ensuring Merri Health's contractual obligations with the Commonwealth Government for the delivery of the Carer Gateway in Victoria are met, and regularly monitored.
- Ensuring Merri Health achieves the Commonwealth's Carer Gateway vision and outcomes, and delivers on Commonwealth requirements for the operation of the Carer Gateway RDP for Vic 1 and Vic 2 (the whole of Victoria).
- With input from partners and Merri Health Manager, Carer Services, overseeing the annual development, implementation and reporting of Activity Workplan for the Victorian Carer Gateway
- Working closely with Merri Health's Consortia Partners and the Manager, Carer Services within Merri Health, to lead the consistent delivery of the ICSS across Victoria, and ensure compliance with Merri's Standard Operating Procedures, and the DSS RDP Operating Manual



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	<ul style="list-style-type: none"> • Working closely with a range of sub-contractors across the state to ensure effective delivery of other key ICSS services such as emergency respite, after hours support etc • Overseeing contracts management and compliance with all consortia partners and / or sub-contractors for the Victorian Carer Gateway. • Regular monitoring and reviewing of performance of Merri Health's Consortia partners and/or sub-contractors (including meeting targets and financial reporting etc) • Developing, monitoring and progress reports for for internal stakeholders and Commonwealth funding as directed by the funding guidelines/contract and The General Manager, Healthy Communities • Working with both internal stakeholders (Manager, Carer Services, Finance, and IT), as well as external stakeholders (consortia partners and / or subcontractors) to ensure all Commonwealth reporting requirements are met. • Working closely with DSS to provide input as required, on the ongoing national rollout of the Carer Gateway • Ensuring effective risk management procedures are in place across all consortia partners mitigating any potential risk to Merri as the contract holder for the Victorian Carer Gateway • Building and maintaining effective relationships with a range of internal and external key stakeholders • Participate in, and lead both internal and external meetings to oversee the effective delivery of the ICSS across Victoria, and ensure efficiency within Merri's internal central functions. • Developing and maintaining effective communication pathways both internally and with Consortia partners and sub-contractors, through regular meetings, service planning activities etc <p>Other Duties</p> <ul style="list-style-type: none"> • Manage program finances including budget setting and ongoing maintenance, ensuring program operates within a responsible, sustainable financial framework. • Develop program plans which incorporate goals and objectives that align with the strategic direction of Merri Health. • 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 <p>Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.</p>
<p>People Management</p>	<ul style="list-style-type: none"> • Ensuring the management of people within the Team including recruitment, induction, professional development, reward and recognition and performance management • Manage employee retention and coordinate workforce planning across the Team to ensure responsiveness to changing or emerging client needs • Promote and monitor compliance of people management processes to all Merri standards, policies and procedures • Build a culture of ambition and success across the Team through motivating and developing employees by promoting continuous improvement • Ensure the performance objectives of the Team are communicated, understood and cascaded to all employees through effective development of individual KPIs and work plans • Ensure appropriate succession plans are in place to achieve longer term



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	strategies
Safety and Risk	<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 Assist with the development, review and implementation of policies and procedures and support staff to understand and apply them. <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>
Capabilities	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.
Key selection criteria	
Essential	<ul style="list-style-type: none"> Tertiary qualification in Social Work / Health / Human Services / business management Knowledge and understanding of Carer Services, particularly the ICSS model and key function of RDP’s (Regional Delivery Partners). Strong task delegation skills. Proven track record of effectively working with management and executive teams / individuals Substantial experience in managing budgets and financial monitoring and reporting Superior strategic and operational problem solving skills Track record in effective service re-design or working within a reform environment in the health /community context Excellent interpersonal, written and verbal communication, and negotiation skills with the ability to make timely and well thought out decisions.



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	<ul style="list-style-type: none">• Proved track record in developing strong and effective working relationships with multiple stakeholders and partners.
Desirable	<ul style="list-style-type: none">• Knowledge of Aged Care, NDIS, and other government sectors related to Carers• Experience in delivering national / statewide / regional programs
Checks, Licences and Registration	<ul style="list-style-type: none">• National Police check• Working with Children check• Current full or probationary drivers licence• Professional registration• Other licences or accreditation