



# Position Description

Position Identification			
Position Title:	Carer Advisor		
Direct Reports	Not Applicable	Indirect Reports:	Not Applicable
HRIS Position Number:	1244	Effective Date:	June 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 4</li></ul>		
Organisational Context			
Divisional:	Healthy Communities		
Program:	Carer Gateway	Unit: Carer Intake and Response	
Organisational Chart	<pre>graph TD; A[Statewide Intake Coordinator] --&gt; B[Senior Carer Response Officer]; A --&gt; C[Senior Carer Advisor]; A --&gt; D[Carer Advisor]; B --&gt; E[Carer Response Officer];</pre>		
Position Summary			
<p>The Carer Advisor is the first point of contact for callers to the Carer Gateway and assists with the Intake and Registration functions which also comprises the provision of appropriate information and emergency respite for Carers.</p> <p>This role also works with the Senior Carer Advisor in providing clinical support, advice and information to the Carer Response Officers, and facilitates discussions with carers who are identified as having complex support requirements to access appropriate services and supports to meet their needs.</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>			



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At a regional level, the Carer Gateway 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 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 Statewide Intake Coordinator, this role:

- Works with the Senior Carer Advisor to provide clinical support, advice and information to the Carer Response Officers
- Provides crisis intervention, complex information and advice to carers experiencing significant challenges including bereavement, grief, loss, abuse and neglect, domestic and family violence, intimate partner violence, and exploitation.
- Ensures that referrals are made in a timely manner to service providers and Merri's consortia partners.
- Undertakes the day to day Carer Gateway Intake and Registration functions for the state of Victoria to ensure a consistent and effective experience for clients of the Integrated Carer Support Service (ICSS).
- Facilitates the process for each individual carer through the Intake and Registration Stage when a carer may present with an enquiry or request, which includes:
  - Assessing urgency and emergency circumstances.
  - Determining carer eligibility to access support services.
  - Completing registration details of the carer and their situation.
  - Establishing a record of the carer in the Client Information Management System (CIMS) to support ongoing management of support services and monitoring of carer wellbeing, post-delivery of service.
  - Providing carers with information and advice, tailored to their needs and circumstances.
  - Arranging brokered respite services for carers who are experiencing a crisis or emergency, ensuring contracts have been established with Merri Health prior to using a brokered provider.
  - Provides clinical support, advice and information to Carer Response Officers.
- Complies with the Carer Gateway Service Provider Operating Manual and the Principles underpinning the Carer Support Framework.
- Ensures positive relationships with key stakeholders including relevant government services, service providers and key referrers, including internal colleagues.

### . Other Duties



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	<ul style="list-style-type: none"><li>• Maintains and enhances professional knowledge and technical skills by keeping up to date with new developments and relevant trends.</li><li>• Undertakes any reasonable additional tasks as directed by Merri Health.</li><li>• Ensures compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.</li><li>• Practice complies with national code for health care workers.</li></ul>
<b>Safety and Risk</b>	<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>• 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>• Bachelor qualification in Social Work or equivalent tertiary related field.</li><li>• Experience providing complex clinical support, advice and information to individuals receiving support and to a team of multi-disciplinary staff.</li><li>• Experience in a client service delivery role and knowledge of intake and registration functions to obtain accurate information.</li><li>• Demonstrated knowledge and understanding 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>• Excellent organisational and interpersonal skills, e.g. negotiation, problem solving capacity, communication and organisational and planning skills.</li><li>• Proven ability to foster and maintain strong working relationships with internal and external stakeholders and to relate to and work effectively with a diverse range of individuals and communities.</li></ul>



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	<ul style="list-style-type: none"><li>• Proficiency in the use of Information and Communication technologies.</li></ul>
<b>Desirable</b>	<ul style="list-style-type: none"><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 and 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>• Statutory Declaration</li><li>• Immunisation Category B</li></ul>