



# Position Description

Position Identification			
<b>Position Title:</b>	Assistant Team Leader, Carer Support		
<b>Direct Reports</b>	5	<b>Indirect Reports:</b>	0
<b>Position Number: (from HRIS)</b>	2146	<b>Effective Date:</b>	September 2021
<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 *For HR use only</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement <ul style="list-style-type: none"> <li>• SACSE Level 5</li> </ul>		
Organisational Context			
<b>Divisional:</b>	Healthy Communities		
<b>Program:</b>	Carer Services	<b>Unit:</b> Carer Support	
<b>Organisational Chart</b>	<pre> graph TD     A[Manager Carer Services] --&gt; B[Team Leader Carer Support]     B --&gt; C[Assistant Team Leader, Carer Support]     B --&gt; D[Young Carer Workers]     B --&gt; E[Peer Support Workers]     C --&gt; F[Carer Coaches]     C --&gt; G[Dementia Carer Consultant]           </pre>		
Position Summary			
<p>The Assistant Team Leader, Carer Support, provides clinical and operational leadership as well as line management to a team of Carer Coaches and Dementia Carer Consultants. The Assistant Team Leader, Carer Support ensures the coaching program and dementia carer consultations operate within appropriate parameters and meet funding and compliance requirements. The Assistant Team Leader, Carer Support has their own caseload of coaching clients. The role is the second in charge for the Carer Support team and acts up during Team Leader absences.</p>			
<b>Service Description</b>			
<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,</p>			



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wellbeing and social connections.

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.

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.

## Position Accountabilities

### Responsibilities

Reporting to the Team Leader, Carer Support, this role:

- Provides clinical leadership to a team of Carer Coaches and the Dementia Carer Consultant, including secondary consultations, regular clinical supervision and ongoing training and development
- Provides operational and line supervision to the team
- Develops, implements and monitors processes and procedures to ensure the coaching program complies with funding and compliance requirements
- Works with the Team Leader, Carer Support, to ensure funding targets are being met
- Acts as a second in charge for the work unit and acts up during Team Leader absences
- Supports the coaching team to operate in line with the Carer Gateway In-Person Carer Coaching framework
- Supports the Dementia Carer Consultant to ensure consults meet the needs of carers supporting a person living with dementia, including developing strategies to address behaviours related to dementia
- Works closely with other teams within Merri Carer Services to provide carers with a smooth service experience and enable consistent and equitable services
- Provides in-person carer coaching to carers using the CHIME framework
- 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).
- Leads the development of innovative carer support programs and events, for example group wellbeing sessions
- Maintains comprehensive and up-to-date records and case notes in the client management system
- Supervises students on placement as required
- Contributes to policy and process development to ensure best practice



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	<p>approaches are implemented in supporting carers</p> <ul style="list-style-type: none"> <li>• Participates in relevant Carer Services Program and Merri Health meetings</li> <li>• Fosters collaborative working relationships, demonstrates commitment to organisational values and code of conduct.</li> </ul> <p><b>Other Duties</b></p> <ul style="list-style-type: none"> <li>• Support staff in the implementation of the Program and Merri Health’s Strategic Plan.</li> <li>• People management through the employment life cycle, including recruitment, orientation, performance management, development, leave, and separations.</li> <li>• Be responsible for team outcomes, ensuring targets and funding requirements are met, and good external relationships are maintained.</li> <li>• Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.</li> </ul>
<p><b>People Management</b></p>	<ul style="list-style-type: none"> <li>• Ensuring the management of people within the Team including recruitment, induction, professional development, reward and recognition and performance management</li> <li>• Ensure applicable employees comply with professional registration, national code for health care workers and delegated scope of practice</li> <li>• Manage employee retention and coordinate workforce planning across the Team to ensure responsiveness to changing or emerging client needs</li> <li>• Promote and monitor compliance of people management processes to all Merri standards, policies and procedures</li> <li>• Build a culture of ambition and success across the Team through motivating and developing employees by promoting continuous improvement</li> <li>• Ensure the performance objectives of the Team are communicated, understood and cascaded to all employees through effective development of individual KPIs and work plans</li> <li>• Ensure appropriate succession plans are in place to achieve longer term strategies</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> <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>• Actively participate in the risk management process including identification and analysis, control of deficiencies and escalating where required.</li> <li>• Understand and implement accreditation standards that apply to team and organisation</li> <li>• Participate in quality and accreditation self-assessment(s) and support</li> </ul>



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	<p>implementation of agreed improvements</p> <ul style="list-style-type: none"> <li>• Support staff to understand and apply new and changed policies and procedures.</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>	<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>
<b>Key selection criteria</b>	
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications in social work, community services, nursing, disability support, health promotion, allied health or equivalent discipline</li> <li>• Previous experience in clinical and/or operational leadership role</li> <li>• Demonstrated ability to meet compliance and funding targets</li> <li>• Sound knowledge of the community care sector</li> <li>• Good understanding of coaching principles</li> <li>• Good understanding of issues relating to dementia</li> <li>• Very good organisational, communication, interpersonal and problem-solving skills</li> <li>• Proficiency in the use of Information and Communication technologies.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Knowledge of Carer Services</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>• Right to work in Australia</li> <li>• Immunisation Category B</li> </ul>