



Position Description

Position Identification			
Position Title:	Young Carer Engagement Officer		
Direct Reports	Team Leader – Community Engagement and Program Development	Indirect Reports:	Nil
HRIS Position Number:	3003	Effective Date:	May 2022
Location:	Chifley Dr, Preston. Regular travel to other Merri sites might be required.		
Scope of Practice:	Not applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification *For HR use only	Social and Community Service Employees Multi Enterprise Agreement 2017 SACSE Level 4		
Organisational Context			
Divisional:	Healthy Communities		
Program:	Carer Services	Unit: Community Engagement & Program Development	
Organisational Chart	<pre>graph TD; A[Manager Carer Services] --> B[Team Leader Community Engagement and Program Development]; B --> C[Senior Administrative Support Officer]; B --> D[Community Engagement (Young Carer Engagement Officer & Mental Health and Disability Engagement Officer) and Marketing Officers]; B --> E[Aged Engagement and Support Officer]; C --> F[Administrative Support Officers];</pre>		
Position Summary			
<p>Young carers are people up to 25 years old who provide unpaid care and support to a family member or friend with a disability, a physical or mental illness, a substance dependency, or who is aged.</p> <p>The Young Carer Engagement Officer will plan and undertake initiatives and activities that aim to build the capacity of young carers.</p> <p>The Young Carer Engagement Officer will engage with young carers and relevant stakeholders in Merri’s catchment area (Northern and Western Metro Melbourne) to identify gaps in service provision, develop sustainable initiatives to fill these gaps and meet the needs of young carers. The Young Carer Engagement Officer will also engage with community stakeholders to increase awareness about young carers and Merri Health service offerings and to drive Carer Gateway registrations.</p>			



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The Young Carer Engagement Officer will work closely with the Young Carer Engagement Advisor (sitting within the Carer Gateway team), who oversees young carer initiatives and activities across the state. They will also collaborate with other Carer Services teams, in particular the Community Engagement and Program Development team, which conducts a range of carer engagement activities across the aging, disability and mental health sectors.

Service Description

Merri Health's Carer Services Program supports carers in the Northern & 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.

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.

The Carer Services Program 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.

Position Accountabilities

Responsibilities

Reporting to the Team Leader, Community Engagement and Program Development, this role will:

Service Delivery Activities:

- Initiate, develop and co-ordinate service improvement initiatives and projects designed to engage, resource, educate and support carers and families in their caring role
- Apply evidence-based principles and interventions that are effective in working with young carers
- Develop strategies and initiatives to reach "hidden" young carers
- Develop and maintain positive relationships with key internal and external stakeholders, including relevant government agencies, networks and community services, in order to raise awareness of issues experienced by young carers
- Facilitate the provision of outreach services to organisations such as schools, youth services, training organisations, employers etc.
- Promote appropriate take-up of carer-directed packages to support their engagement in education or employment
- Promote and support activities that encourage young carers to remain in education and/or employment

Engagement Activities

- Actively promote Carer Services' programs in Merri Health's catchment area by planning and delivering projects and events
- Ensure that targeted marketing strategies are implemented
- Implement effective evaluation and reporting methods
- Participate in relevant meetings, committees and networks
- Record activities and statistics, develop an annual work plan and report on targets in line with funding guidelines



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	<ul style="list-style-type: none"> Contribute to policy and process development to ensure best practice approaches are implemented in supporting carers. Engage positively with Carer Services' clients; promote a safe and welcoming environment, encourage social cohesiveness. Provide constructive feedback to management and escalate any concerns as appropriate. Participate in relevant Merri and Victorian Carer Gateway meetings, including regular supervision with the Team Leader, Community Engagement and Program Development. Contribute to the review and development of procedures and improvement processes across the division. Participate in the annual staff review process.
	<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.
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"> 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>
Capabilities	<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</p>



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	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 qualifications in Community Development, Youth Work, Social Work, Welfare or appropriate equivalent discipline or experience• Sound knowledge of the community care sector, including the challenges faced by young carers and carers of people with a disability, chronic illness, mental health condition and the aged sector• Demonstrated experience in building and maintaining strategic relationships and partnerships with a broad range of stakeholders• Experience in planning, developing, coordinating, implementing and evaluating community engagement initiatives• Ability to identify service gaps and implement support solutions for service users• Demonstrated ability to exercise sound judgement, with an appropriate degree of initiative and sensitivity while maintaining confidentiality• Experience in working across multidisciplinary teams• Excellent interpersonal, verbal and written communication skills• Excellent organisational, negotiation and problem-solving skills• Proficient computer skills, especially MS Office Suite and client management systems
Desirable	<ul style="list-style-type: none">• Knowledge of statewide and Commonwealth carer services• Ability to speak a relevant community language• Knowledge of issues impacting carers from Indigenous, CALD and LGBTIQ+ backgrounds.• Ability to occasionally work outside normal working hours to ensure the needs of carers are met
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• Immunisation Category C