

POSITION DESCRIPTION

Position title	Regional Carer Navigator (RCN)
Group	Carer Advisory, Response and Innovation
Classification	Level 4
Location	This role requires engagement across the region/areas in your catchment including face-to-face activities and meetings with the balance of work to be completed via hybrid working arrangements in line with business needs
Reports to	Community Engagement Practice Leader

Organisational Purpose
Carers Victoria is a for-purpose organisation working to make sure that the almost 1 million unpaid carers across the state are understood, recognised and supported as while it is an important role, it can also be a challenging one. To progress our vision of a future in which all unpaid carers are recognised, valued and supported, we: • provide them with free with advice and information to help them in their role • connect them to respite activities that allow them to take a break and recharge; • deliver events and education for carers and carer-interested organisations • collect, analyse and release information about carers so their role and their needs are better understood. These contribute to our purpose of advancing understanding of Victoria's unpaid carers and improving their access to assistance – whoever they are, wherever they live, and whomever may be in their care relationship/s. Every Victorian will know, need and/or be an unpaid carer at some point in their lives so the potential reach of our work is significant. Carers Victoria also prides itself on being an enthusiastic, inclusive, and fun workplace. The people who work with us tell us that they value our warm and welcoming work environment, our high level of flexibility and that the work we do makes a real difference. Our values speak to who we are and what matters to us: • Collaborative & connected • Curious & informed • Agile & resilient • Accountable & delivery focussed • Respectful & inclusive • Optimistic
Group Purpose
Carer Advisory, Response and Innovation The Carer Advisory, Response and Innovation Group will have responsibility for leading the organisation's: • Carer Advisory and Response Function, which encompasses the organisation's phone-based response to carers and others who contact the organisation via phone, email or other channels; delivery of phone-based intake, assessment, advisory and linkage to funded respite and other opportunities (including the Statewide Carer Advisory Service and the proposed online Carer Portal) • Funded carer programs such as regional respite events, including those where staff are operating in other services (such as mental health and wellbeing). For these programs, the is a strong focus on both delivering existing requirements and preparing for future funding bids or new opportunities. • Care governance and quality improvement functions, with a focus on building and embedding a continuous improvement culture, developing and implementing systematic approaches to support effective care governance across the organisation; and • Continuing program of organisational transformation, to support the enhancement of organisational operating models, processes and systems (including the design, development and implementation of a cross organisational CRM, a supporting rules engine and an online carer portal) to maximise the organisation's impact and position it to be able to effectively bid for new opportunities as they arise.

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Position Description - Purpose and Objectives

Carers Victoria is committed to enhancing its engagement with and support of rural and regional carers, and the Regional Carer Navigator (RCN) will play a vital role in achieving this goal across a designated geographic catchment.

Operating with a strong local presence, the RCN works under the guidance of a Practice Leader to engage new and existing carers, strengthen referral pathways, and collaborate with local organisations to enhance support for carers in the region and build a local Carers Victoria presence.

The RCN will:

- Support the design and delivery of funded respite services for unpaid carers within the catchment, and through these support the development of local connections and linkages to local supports
- Build partnerships with local organisations (including service providers, councils and other carer-interested organisations), delivering locally responsive approaches to help identify and connect new carers to advice and assistance
- Act as a first point of contact for organisations seeking guidance on how to best support unpaid carers.
- Based on their experience in the role, provide advice and insights to the Practice Leader regarding how Carers Victoria could enhance its support for regional carers

This role requires regular travel across the catchment, including to regional areas, with occasional overnight stays.

The RCN must demonstrate a person-centred and inclusive approach, be proactive and self-directed in managing work priorities, and possess strong communication & relationship building skills.

OUTPUT AND ACCOUNTABILITIES

Area of responsibility		Key elements (including but not limited to)
1.	Design and deliver local group events	• Contribute to the planning and design of local group-based activities for carers. • Deliver/ facilitate local group-based respite activities for unpaid carers in designated catchment areas, aligned with approved activity plan. • Deliver additional group activities in catchments that may require travel to outer regional areas. This may include occasional overnight stays. Travel time & associated costs will be reimbursed in line with Carers Victoria's travel policy. • Create and maintain accurate records of events including detailed budget and risk register via CRM system (Dynamics 365). • Regularly review feedback, evaluations, and other relevant data to identify improvements and ensure the ongoing relevance and quality of group activities. • Collect and report data on group activities, including both outputs (participation numbers) and outcomes (based on feedback survey). • Support the development of annual activity plans by identifying gaps in current service delivery, potential new locations, priority carer cohorts, and innovative group formats. • Ensure all programs and events reflect inclusive practice principles, respecting and responding to the diversity of carers' experiences & needs.
2.	Build awareness & partnerships across the region/areas	• Engage with identified local stakeholders to facilitate the identification of new carers and their connection to support and assistance and build collaborative relationships that directly benefit local carers. • Actively seek opportunities to collaborate with local organisations to achieve program objectives that improve outcomes for carers. These may, for example, include establishing referral pathways, co-hosting events, sharing resources or co-developing group activities.

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		- Raise awareness of the assistance available through Carers Victoria among agreed local organisations, which may for example local councils, carer support groups and other relevant service providers. - Foster strong regional networks to enhance support for unpaid carers and extend the reach of Carers Victoria's programs & services.
3.	Information management and mandatory reporting	- Utilising Carers Victoria's CRM, clearly document all carer interactions in line with organisational and statutory requirements. - Maintain accurate records of local stakeholders, partners and service providers in CRM. - Follow mandatory reporting procedures for all reports or concerns regarding child safety, family violence, abuse, neglect and client risk. - Contribute to reporting for organisational purposes and funding bodies.
4.	Professional Development	- Participate in scheduled supervision and other forms of relevant training and professional development, including mandatory training as relevant to role. - Attend and participate positively in team and other meetings as required. - Undertake relevant training and professional development, including mandatory training.
5.	Occupational Health & Safety, Quality and Continuous Improvement	- Comply with requirements of the Occupational Health and Safety Act and all reasonable directives given in relation to health and safety at work. - Provide a positive contribution towards achieving a culturally safe workplace. - Demonstrate commitment to and participate in team quality activities to ensure compliance with Carers Victoria quality accreditation and continuous improvement procedures.
6.	Other Duties	Other duties as directed consistent with skills, qualifications and experience.

ORGANISATIONAL RELATIONSHIPS

Internal	External
- Direct Manager and Team Members - Other Carers Victoria staff - Volunteers - Students	- Carers and people in their carer relationships - Service Providers - Local Stakeholders

KEY SELECTION CRITERIA

Parameter	Skills and experience required
Demonstrated capabilities, knowledge, skills and experience:	Essential: - Demonstrated experience in designing and facilitating group programs and events that support health & wellbeing outcomes, empower carers, and reflect inclusive, family-sensitive, and strength-based practice - Proven ability to plan and deliver work within established frameworks, using MS Office Suite, CRM, and other digital tools for coordination and reporting. - Demonstrated ability to work both independently and collaboratively, while contributing to team learning by supporting colleagues, new staff, students and volunteers in a professional & inclusive environment. - Confident and motivated in developing and maintaining collaborative relationships with a wide range of stakeholders, including carers, community organisations, and service providers. Skilled in communication, negotiation, and partnership development. - Sound understanding of the needs and concerns of unpaid carers, or the ability to quickly acquire such knowledge, alongside familiarity with systems they engage with, such as aged care, disability, mental health & healthcare.

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Qualifications and other requirements:	Essential: • Relevant tertiary qualifications in Social Work, Counselling, Psychology, Community Development, Community services, Event Management or a related discipline OR extensive experience in a comparable role • Valid driver's licence and access to a vehicle for travel • Current First Aid Certificate or willingness to undertake training • Current National Police Records Check. • Current Working with Children Check.
Personal attributes and behaviours:	Essential: • A self-starter who takes initiative, exercises sound judgement with established guidelines, and actively seeks opportunities for continuous improvement in their work & outcomes for carers. • Builds honest, trusting relationships with carers, colleagues and external partners, works cooperatively in teams while also thriving in autonomous roles. • Ensure workforce interactions with carers are kind, caring and respectful of each person's identity, culture and diversity. • Demonstrated skills and ability to implement inclusive practice principles when planning and delivering work across diverse communities, including LGBTIQ+ communities, Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse communities. • Ensure workforce interactions with carers are kind, caring and respectful of each person's identity, culture and diversity. • Understanding of Child Safety Legislation and a commitment to child safety practice.

CARERS VICTORIA COMMITMENT

Carers Victoria is an equal opportunity employer and welcomes people from culturally diverse backgrounds, linguistically diverse people, Aboriginal and/or Torres Strait Islander peoples, members of the LGBTIQ+ communities and people with disabilities.

Carers Victoria is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. We draw pride and strength from our diversity and actively foster an inclusive workplace that celebrates the contribution made by all our people. Carers Victoria is also committed to protecting the best interests and safety of children and vulnerable people.

VERSION CONTROL

Updated by:	Community Engagement Practice Leader
Approved by:	General Manager - Carer Advisory, Response and Innovation
Date:	6 August 2026