



Position Description

Position Identification			
Position Title:	Administrative Support Officer		
Direct Reports	Not Applicable	Indirect Reports:	Not Applicable
HRIS Position Number:		Effective Date:	March 2022
Location:	Chifley Drive, Preston		
Scope of Practice:	Not Applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification *For HR use only	EBA Agreement, Grade/Year		
Organisational Context			
Divisional:	Healthy Communities		
Program:	Carer Services	Unit:	
Organisational Chart	<pre> graph TD A[Manager Carer Services] --> B[Business & Systems Advisor] B --> C[Administrative Support Officer] </pre>		
Position Summary			
<p>The Administrative Support Officer is responsible for providing administrative support to facilitate the delivery of services to carers living in the Northern and Western Metropolitan Region of Melbourne. Merri Carer Services are funded both by the Commonwealth government (through the Integrated Carer Support Service (ICSS) and Commonwealth Home Support Programme (CHSP) and the Victorian State government (through the Support for Carers Program).</p> <p>Service Description</p> <p>Merri Carer Services supports carers in the Northern Metro and Western Metro 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, wellbeing and social connections.</p> <p>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.</p>			



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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 Metro Melbourne catchment area.

Merri Carer Services furthermore 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, supporting older carers through flexible respite.

Position Accountabilities

Responsibilities

Reporting to the Business and Systems Advisor, this role will:

- Provide administrative support across the whole carer services program
- Support all carer services teams (Assessment and Planning, Counselling and Coaching and Community Engagement) with a range of administrative tasks, including projects.
- Liaise with internal and external stakeholders and clients to arrange the provision of brokerage services to clients using both Commonwealth and State funding.
- Coordinate services and facilitate brokerage under the Carer Directed Support Packages, including the preparation of statements and correspondence.
- Assist in the purchase and supply and ensure sufficient availability of vouchers (taxi, petrol, educational, etc.).
- Distribute vouchers, information and publications to clients in accordance with brokerage instructions.
- Maintain accurate records relating to the distribution of vouchers.
- Generate purchase orders and action, distribute and follow up as required.
- Use and maintain client management systems and act as central point of contact for trouble-shooting and issue-log queries on behalf of the program
- Assist with induction, training and new staff orientation for the client management system
- Schedule diary entries and make notes in client management system as required.
- Liaise with other teams to assist in the procurement of and payment for services from relevant service providers.
- Assist in the resolution of queries, including invoice/purchase orders, relating to brokered services.
- Maintain and store up-to-date electronic records relating to the provision of services to Merri and Victorian Carer Gateway services.
- Assist with administrative tasks related to carer events, e.g. data entry, managing bookings, maintaining events and activities calendar.
- Assist teams in social/group activities:
 - Engage positively with Merri Carer Services clients, promote a safe and welcoming environment, encourage social cohesiveness.



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	<ul style="list-style-type: none"> - Provide constructive feedback and escalate any concerns as appropriate. • Assist with the development and distribution of marketing materials, general correspondence and other communications in consultation with Marketing and Communications. • Assist with client surveys. • Participate in relevant Merri and Victorian Carer Gateway meetings, including regular supervision with the Team Leader, Community Engagement. • Maintain efficient processes to ensure completion of tasks in a timely manner. • 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.
<p>Safety and Risk</p>	<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>
<p>Capabilities</p>	<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">• Extensive experience and proficiency in the use of Microsoft Office Suite, databases, spreadsheets and purchasing/requisitioning systems• Sound experience in and understanding of client management systems• Excellent attention to detail and sound numeracy skills• Good negotiation and problem-solving skills• Excellent interpersonal skills including sound written and verbal communication skills• Relevant experience in a client service role, preferably in a similar environment including the capacity to deal with clients from diverse backgrounds and with special needs• Demonstrated organisational, time management and planning skills
Desirable	<ul style="list-style-type: none">• Certificate III in Administration, Community Services or equivalent• Experience in the use of desktop publishing• Understanding of the role, needs and concerns of carers and a commitment to their rights and entitlements• Knowledge of issues impacting carers from Indigenous, CALD and LGBTIQ+ backgrounds and ability to speak a relevant community language.
Checks, Licences and Registration	<ul style="list-style-type: none">• National Police check• Working with Children check• Current full or probationary Drivers Licence• Category C Immunisation