



# Position Description

Position Identification			
Position Title:	Community Engagement Advisor		
Direct Reports	Not applicable	Indirect Reports:	Not Applicable
Position Number: (from HRIS)		Effective Date:	July 2024
Location:	Chifley Drive, Preston & Western Metropolitan Office (Location TBC)		
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>Level 4</li> </ul>		
Organisational Context			
Divisional:	Healthy Communities		
Program:	Carer Services	Unit:	Community Engagement
Organisational Chart	<pre> graph TD     Manager[Manager Carer Services] --- TL[Team Leader Community Engagement]     TL --- Advisors[Community Engagement Advisors]           </pre>		
Position Summary			
<p>Reporting to the Team Leader, Community Engagement, the role of Community Engagement Advisor has a dual function. Firstly, the role engages with the sector and promotes Carer Gateway and Support for Carer Program services to relevant stakeholders. Secondly, the role organises and delivers carer activities and events, such as peer support groups, to carers of all ages and backgrounds.</p> <p><b>Service Description</b></p> <p>Merri Health’s Carer Services Program supports carers in the Northern &amp; 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.</p> <p>The Carer Services Program delivers carer supports through a range of state and federally funded programs including the Carer Gateway and the Support for Carers Program</p>			



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## Position Accountabilities

### Responsibilities

Reporting to the Team Leader, Community Engagement, this role:

- Develops and maintains positive relationships with key stakeholders, including relevant government services, networks, service providers and key referrers, including internal stakeholders, to raise the profile of Merri's Carer Services Program.
- Actively promotes and raises awareness of Merri's Carer Services Program in Merri Health's catchment area by conducting outreach activities, such as community forums, presentations and information sessions about the Carer Gateway and Support for Carers Program. This includes managing Community Engagement activities and carer peer support groups in the Melton LGA due to increase geographic reach of Carer Services.
- Proactively engages with carer support groups to generate opportunities for partnership and collaboration
- Contributes to Carer Gateway service mapping activities, Carer Gateway-led community development initiatives and Carer Gateway-led place-based co-design processes
- Contributes to the development and maintenance of a central repository capturing external service and referral information and makes this accessible to all Carer Services staff
- Engages with particularly vulnerable carers, such as carers affected by poor mental health, disability, old age, and dementia, or carers who identify as young carers or have an Aboriginal & Torres Strait Islander background
- Facilitates outreach services and engages with relevant stakeholders such as schools, youth services, training organisations and similar to increase awareness of issues affecting young carers and to increase young carers' participation in education, training and employment
- Develops strategies and initiatives to reach "hidden" carers, particularly young carers
- Plans and delivers face-to-face and online carer activities, such as peer support groups, for a variety of carer groups, such as young carers, carers supporting a person with mental health issues and disability, and carers of older persons
- Links carers into groups and activities delivered by external bodies
- Participates in relevant networks
- Contributes to projects and events around significant dates, such as annual Carers Week
- Maintains accurate records and case notes
- Contributes to Carer initiatives to improve and streamline practice and processes
- Facilitates, receives, manages and incorporates feedback from carers and stakeholders into quality improvement activities.
- Assists with the evaluation of services.

### Other Duties

- Undertake other duties as reasonably directed by the Manager, Carer Services in line with the incumbent's skills and experience
- Support staff in the implementation of the Program and Merri Health's Strategic Plan. Assist the Manager, Carer Services in managing team



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	<p>finances to ensure the program operates with a responsible and sustainable financial framework</p> <ul style="list-style-type: none"> <li>• Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.</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 implementation of agreed improvements</li> <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 LGBTIQ+ community and those living with a disability to join our workforce.</i></p>
<p><b>Capabilities</b></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 of the position. The capabilities for this position can be found within Merri Health’s Capability Matrix.</p>
<p><b>Key selection criteria</b></p>	
<p><b>Essential</b></p>	<ul style="list-style-type: none"> <li>• Degree in Community Engagement, Community Development, Community Services, Social Work or related discipline;</li> <li>• Proven ability to foster and maintain positive relationships with internal and external stakeholders and to relate to and work effectively with a diverse range of individuals and communities;</li> <li>• Experience delivering information sessions and presentations to a range of audiences</li> </ul>



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	<ul style="list-style-type: none"><li>• Working knowledge of the community care sector and experience in a client-facing role</li><li>• Very good organisational, planning, analytical and problem-solving skills;</li><li>• High level written and verbal communication, negotiation and interpersonal 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 the aged care system, NDIS, and mental health services.</li><li>• Knowledge of issues impacting carers from Indigenous, CALD and LGBTIQ+ backgrounds and young carers</li><li>• Ability to speak a relevant community language.</li><li>• Ability to apply asset-based community development strategies</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>• Statutory Declaration</li><li>• Immunisation Category B</li><li>• Current full or probationary drivers licence</li><li>• Right to Work in Australia</li></ul>