



# Position Description

Position Identification			
Position Title:	Senior Support Administrator - Consortia		
Direct Reports	Not Applicable	Indirect Reports:	Not Applicable
Position Number: (from HRIS)		Effective Date:	June 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	Merri Health Enterprise Agreement Management & Administrative Officers, Grade 2		
Organisational Context			
Divisional:	Healthy Communities		
Program:	Carer Gateway	Unit:	Statewide Management & Stakeholder Relations
Organisational Chart	<pre> graph TD     SM[State Manager, Carer Gateway] --- SSA[Senior Support Administrator - Consortia]     SSA --- PM1[Program Manager, Service Delivery]     SSA --- PM2[Program Manager, Operations]           </pre>		
Position Summary			
<p>The Senior Support Administrator - Consortia will provide high-level support and advice to the State Manager, Carer Gateway on a range of matters as required, ensuring timely action and delivery of advice, including the drafting or coordination of quality briefs and correspondence and stakeholder management with key external stakeholders.</p> <p>The role will be responsible for managing administrative components of stakeholder relationships, organising and coordinating meetings, and responding to information requests.</p> <p>The position will also work closely with Leadership teams to ensure timely delivery of all priorities and will be responsible for the coordination and development of materials for the State Manager, Carer Gateway to ensure adequate preparation for all engagements.</p> <p>The role is required to display a high level of discretion, independent judgment and professionalism, regularly interacting with internal and external stakeholders as well as dealing with confidential and sensitive issues and documentation.</p>			



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## **Service Description**

To increase support for carers, the Commonwealth government has engaged with stakeholders over several years to re-design services and as a result it has developed the Integrated Carer Support Service (ICSS) model which is designed to reduce carer stress, increase resilience, and help carers plan for the future.

The system will be supported by national infrastructure and managed by the Australian Government with services including:

- the Carer Gateway website
- phone counselling
- online self-guided coaching
- an online peer support community forum, and
- online skills courses.

Merri Health and its consortium partners (Alfred Health, Ballarat Health Services, Barwon Health, Bendigo Health Care Group, Goulburn Valley Family Care Inc. and Uniting (Victorian and Tasmania) Ltd.) have been chosen by the Commonwealth to deliver the new Carer Gateway in Victoria.

At a regional level, the Carer Gateway will respond to the specific needs of their communities by providing:

- a centralised intake and registration process
- carer support planning
- in-person peer support
- in-person counselling
- carer directed packages
- emergency respite care, and
- in-person carer coaching

## **Position Accountabilities**

### **Responsibilities**

Reporting to the State Manager, Carer Gateway, the Senior Support Administrator - Consortia will:

- Anticipate, organise and coordinate work flow through email and diary management for the State Manager, prepare and manage all correspondence, meetings, take minutes at key meetings and liaise with all Carer Gateway partners and staff;
- Assist the State Manager in implementing new initiatives and projects;



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- Attend meetings, monitor items requiring action by the State Manager, manage and / or support execution of those items as appropriate within expected timeframes;
  - Arrange and support travel, accommodation, expenses, filing and all administration duties as directed;
  - Process expenses and accounts payable requests for the State Manager, including reconciling corporate credit card in accordance with organisational policy;
  - Coordinate internal and external meetings, including steering groups, committees and off site events and other events as required;
  - Collate relevant papers and materials, prepare high level PowerPoint presentations, and undertake research to support meetings and public engagements to a very high standard and in a timely manner;
  - Attend events, undertake general administrative functions and provide ad-hoc support to the State Manager and the senior leadership team as required;
  - Participate in Merri Health's performance management program including regular performance reviews and work in accordance with an individual work plan;
  - Support the Annual Activity Work Plan and Program Planning process deliverables and in particular the State Manager as Plan owner;
  - Maintain knowledge of Carer Gateway operations, guidelines, processes and people in order to facilitate support to the State Manager;
  - Provide a bridge for consistent, standardised, timely communication between the State Manager and internal and external stakeholders;
  - Work constructively in alignment with Merri Health's values. Comply with all Merri Health policies and procedures and statutory obligations, occupational health and safety, child protection and equal employment opportunity initiatives to contribute to a safe, healthy, equitable and ethical workplace;
  - Help coordinate speaking engagements and invitations by liaising with Communications staff to prioritise opportunities and make recommendations for attendees to ensure adequate Carer Gateway representation. Handle invitations and liaising with staff to attend and be briefed as needed;
  - Support other administrative tasks for the Carer Gateway through close collaboration with other administrator roles within the program.
- Other Duties**
- Support staff in the implementation of the Program and Merri Health's Strategic Plan.



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	<ul style="list-style-type: none"> <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>• Support the State Manager with management of people within the Team including recruitment, induction, professional development, reward and recognition and performance management;</li> <li>• Promote and monitor compliance of people management processes to all Merri standards, policies and procedures;</li> <li>• Actively contribute to a culture of ambition and success across the Team by promoting continuous improvement</li> <li>• Support the State Manager with the performance objectives of the Team through clear communication, and contributions to workplans as requested.</li> <li>•</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>



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	<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>• Minimum 3 years' experience in working directly with senior management;</li> <li>• Tertiary qualifications in administration or a related discipline;</li> <li>• Exceptional engagement and influencing skills in management of complex external stakeholder relationships;</li> <li>• Extremely resourceful team-player, with outstanding initiative who is comfortable working in a fast-paced environment, often under pressure;</li> <li>• Exceptional communication and interpersonal skills;</li> <li>• Ability to influence, organise and structure tasks for external stakeholders to drive statewide consistency of operations for the program;</li> <li>• Project management experience with proven ability to establish, lead, monitor and evaluate multiple projects simultaneously and prioritise competing demands;</li> <li>• High level and contemporary written, word processing and I.T literacy skills;</li> <li>• Strong negotiation and problem solving skills.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Experience within a community sector organisation;</li> <li>• Understanding of the role, needs and concerns of carers.</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>• Immunisation Category C</li> </ul>