

POSITION DESCRIPTION

Position title	Practice Leader - Service Delivery & Innovation
Group	Carer Advisory, Response and Innovation
Classification	Level 5
Location	Hybrid working arrangements – combination of work at Carers Victoria Melbourne CBD and home-based office work, in line with business needs.
Reports to	General Manager, Carer Advisory, Response & Innovation
Direct reports	Yes
FTE / Tenure	0.9 - 1.0 FTE, ongoing

Organisational Purpose
<p>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.</p> <p>To progress our vision of a future in which all unpaid carers are recognised, valued and supported, we:</p> <ul style="list-style-type: none"> • 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. <p>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.</p> <p>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:</p> <p>Committed to carers and caring Able to build and strengthen community Respectful and united in our differences Empower curious and creative pioneers Responsible for our actions, we celebrate success, learn from the rest</p>
Group Purpose
<p>Carer Advisory, Response and Innovation</p> <p>The Carer Advisory, Response and Innovation Group will have responsibility for leading the organisation's:</p> <ul style="list-style-type: none"> • 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 , including those where staff are operating in other services (such as mental health and wellbeing) and programs such as In Touch. 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

POSITION DESCRIPTION

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.

Position Description - Purpose and Objectives

The Practice Leader - Service Delivery and Innovation provides operational leadership to ensure high-quality, innovative service delivery within Carers Victoria, with a primary focus on aged care, particularly the Commonwealth Home Support Program (CHSP/Flexible Respite). This role is pivotal in guiding the organisation through the operational aspects of the Aged Care Act reforms by leading the implementation and continuous improvement of this service. The Practice Leader will drive innovation and excellence in service delivery, ensuring Carers Victoria is responsive to legislative changes and positioned for sustainable growth. While aged care expertise remains central to this role, the role is designed to be broad enough to accommodate future expansion of other services under its leadership.

Position objectives:

- Lead and manage the Aged Care (Flexible Respite) team, providing expert guidance and professional development to maintain compliance with the evolving Aged Care Act reforms
- Develop, implement and project manage action plans to enhance Carers Victoria's Aged Care (Flexible Respite) services in line with legislative requirements
- Innovate service delivery models to increase carer access to flexible respite and other support options, improving outcomes and quality of life for carers
- Grow the total number of carers accessing the flexible respite (CHSP) program by driving innovative service delivery approaches
- Ensure operational compliance with contractual, regulatory and funding requirements while maintaining high standards of quality and consumer-centred care
- Collaborate across teams and external partners to build service delivery capacity, while preparing for potential future integration of additional services under this leadership.

OUTPUT AND ACCOUNTABILITIES

Area of responsibility		Key elements (including but not limited to)
1.	Leadership & Professional Development	<ul style="list-style-type: none"> • Provide line management and practice leadership to the current Aged Care (CSHP) team members, including supporting in high risk and complex client situations • Lead the development and implementation of an action plan to uplift the current service in line with Aged Care Act reforms, and work with the team to identify opportunities to grow the number of carers accessing the flexible respite (CHSP) program. • Drive continuous team learning and professional development to ensure skills and knowledge are consistently aligned with upcoming legislative changes and sector best practices. • Support staff wellbeing through advice, supervision and debriefing especially when managing complex client cases • Oversee the rollout of relevant components of the Practice Model ensure high quality, consistent service delivery across the team.
2.	Carer Support & outcomes	<ul style="list-style-type: none"> • Lead the design and implementation of innovation aimed at increasing carer access to flexible respite (CHSP) services • Provide guidance to embed the Aged Care Act principles of choice, control and participation in all aspects of service delivery and decision making • Monitor, evaluate, and report on the effectiveness of carer

POSITION DESCRIPTION

		<p>support services, driving continuous quality improvement in line with the Consumer Outcomes Framework and Aged Care Quality Standards.</p> <ul style="list-style-type: none"> Regularly review and refine the aged care carer support model to maintain responsiveness, flexibility, and alignment with Aged Care Act reforms, with a clear focus on improving access, outcomes for carers. Maintain a hands-on role in delivering flexible respite services directly to eligible carers, including assessment and individualised service planning.
3.	Operational and compliance	<ul style="list-style-type: none"> Manage the purchase of goods and services using brokerage in accordance with the Brokerage Guidelines. Ensure all services are delivered within the terms of service delivery contracts and meet all regulatory and funding requirements. Support the development of the Aged Care (CHSP/Flexible Respite) components of the CRM ensuring the system supports the service model, captures essential data and aligns with reporting requirements set by the Aged Care reforms. Develop, maintain and deliver accurate operational and compliance reports for management, funders, ensuring data integrity and audit readiness in accordance with legislative requirements. Collaborate closely with GM Carer Advisory, Response and Innovation and CEO to implement and uphold governance frameworks in line with the Aged Care Act reforms, ensuring compliance with all regulatory requirements.
4.	Professional Development	<ul style="list-style-type: none"> Undertake relevant training and professional development, including mandatory training.
5.	Occupational Health & Safety, Quality and Continuous Improvement	<ul style="list-style-type: none"> 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. Ensure consistency in service delivery, e.g., quality audits.
6.	Other Duties	<ul style="list-style-type: none"> Other duties as directed consistent with skills, qualifications and experience.

ORGANISATIONAL RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> General Manager, Carer Response & Innovation Direct Reports Practice Leaders Team members within Carer Advice and Response Group Carers Victoria staff including the Executive Leadership Team Students 	<ul style="list-style-type: none"> Carers and people in their carer relationships Community service providers Sub-contractors Service Providers Government departments

POSITION DESCRIPTION

KEY SELECTION CRITERIA

Parameter	Skills and experience required
Demonstrated capabilities, knowledge, skills and experience:	<p>Essential:</p> <p><u>Leadership & people management:</u> proven ability to provide effective line management and practice leadership, guiding a team through complex client situations while supporting development and wellbeing.</p> <p><u>Aged Care Reform knowledge:</u> in depth understanding of the Aged Care Act reforms, including key principles such as choice, control and participation, with experience in implementing reforms in service delivery.</p> <p><u>Carer Support Expertise:</u> strong knowledge and experience in carer support services, with a focus on increasing access to flexible respite and improving carers' quality of life and outcomes, aligned with the Aged Care Quality Standards.</p> <p><u>Service Model Development:</u> demonstrated experience in reviewing and refining service models to ensure they are responsive, flexible and aligned with the contractual requirements.</p> <p><u>Operational Management and Compliance:</u> solid understanding of operational management, including compliance with brokerage guidelines, service contracts, and Aged Care reporting requirements.</p> <p><u>Other essential knowledge & skills:</u></p> <ul style="list-style-type: none"> • Experience working with senior leaders to implement governance frameworks • Project Management skills, including leading the implementation of action plans and working with cross functional teams to achieve goals within timeframes • Change management capabilities, particularly in response to Aged Care reforms.
Qualifications and other requirements:	<p>Essential:</p> <ul style="list-style-type: none"> • Relevant tertiary qualifications in Social Work, Counselling, Psychology or Community Development or related field. • Current Drivers Licence. • Current National Police Records Check. • Current Working with Children Check.
Personal attributes and behaviours:	<p>Essential:</p> <ul style="list-style-type: none"> • <u>Customer/Carer focus</u> - dedicated to identifying and meeting stakeholder and/caring family's needs; responds to caring family's needs with a sense of urgency; listens to and understands the needs of the service recipient and responds; accordingly, presents a supportive, helpful manner with customers and stakeholders; contributes to team/organisation tasks or projects to get results for stakeholders and caring families • <u>Teamwork and collaboration</u> - Considers other viewpoints, puts team first and demonstrates respect for all individuals; participates in team meetings, projects and activities; contributes to a friendly, supportive work environment by developing effective working relationships; uses collaboration in problem- solving as appropriate; shares information, knowledge and resources and helps others. • <u>Communication</u> - Can communicate effectively in written and verbal form; uses active listening skills internally and externally; can have open discussions; resolves conflict effectively. • <u>Effectiveness/results</u> - Establishes priorities and acts; accordingly, identifies alternatives and makes sound judgments; proactively

POSITION DESCRIPTION

	<p>identifies problems and develops solutions; avoids duplication, works efficiently and effectively; maintains a clear focus on outcomes and measurable results rather than activity or process; is well organised and seeks to improve the efficiency and effectiveness of the work unit; has effective task management skills.</p> <ul style="list-style-type: none">• 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

Created/Updated by:	General Manager, Carer Advisory, Response & Innovation
Approved by:	HR
Date:	10 July 2025