

POSITION DESCRIPTION

Position title	Reform and Innovation Advisor
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 and Innovation
FTE / Tenure	0.5 FTE, ongoing

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:

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

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 , including those where staff are operating in other services (such as mental health and wellbeing) and programs such as In Touch. For these programs, there 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.

POSITION DESCRIPTION

Position Description - Purpose and Objectives

The Reform and Innovation Advisor will support the development of service innovation proposals and lead coordination of grant applications and funding bids.

Working closely with the General Manager Carer Advisory, Response and Innovation and in collaboration with colleagues across Carers Victoria, the Reform and Innovation Advisor will support scoping and input to cross organisational reform and innovation proposals, with a particular focus on proposals to enhance the suite of service offerings available to carers across the State.

The role will directly contribute to Board priorities, including:

- developing up proposed service innovations from concept through to pilot and testing phases, to shape the case for external investment;
- coordinating the development of bids for additional carer facing services, supports and programs including coordination of early work to frame up potential tender bids
- supporting the development and implementation of consistent cross organisational approaches to service innovation and associated funding pitches.

OUTPUT AND ACCOUNTABILITIES

Area of responsibility		Key elements (including but not limited to)
1.	Develop service innovation models	<ul style="list-style-type: none"> • Support the scoping of new service innovation models to improve and enhance Carer Victoria's service offering to Victorian carers. • Identify emerging sector issues and align proposals for service innovation models with Carers Victoria's strategic directions. • Collaborate with other colleagues across the organisation to develop rigorous theory of change and proof of concept proposals to inform new service models • Review current and emerging evidence to ensure service innovation models are evidence-based, fit for purpose and informed by carer insights. • Review relevant literature, evaluations and other data to ensure models are informed by an intersectional approach and support the diversity of carer experience • Provide contemporary and timely input to other teams, contributing to service improvement and enhanced support to carers.
2.	Coordinate grant applications and funding bids for new service innovation models	<ul style="list-style-type: none"> • Seek the input of other colleagues across the organisation to develop compelling and persuasive grant applications and funding proposals which are aligned to organisational objectives. • Coordinate all inputs to these applications and bids. • Ensure effective project planning and management and monitor deliverables and progress against project plans. • Research possible grant opportunities for service innovation proposals relevant to carers, and maintain a calendar of upcoming funding opportunities and due dates for submission of applications.
3.	Contribute to ongoing identification and analysis of grant and funding opportunities	<ul style="list-style-type: none"> • In line with guidance from senior management, research possible grant opportunities for service innovation proposals relevant to carers and maintain a calendar of upcoming funding opportunities and due dates for submission of applications.
4.	Planning and Reporting	<ul style="list-style-type: none"> • Assist in the development of workplans for funders, supporting senior staff in aligning plans with organisational goals and funding requirements. • Contribute to the completion of funding reports, ensuring they are prepared accurately and in line with specified guidelines. • Ensure that work plans and reports are submitted on time, meeting the agreed requirements and maintaining compliance with funding agreements.

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5.	Professional Development	<ul style="list-style-type: none"> Undertake relevant training and professional development, including mandatory training.
6.	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.
7.	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"> Senior management in Policy and Insights and other teams Direct Manager and Team Members Other Carers Victoria staff 	<ul style="list-style-type: none"> Carers and people in their carer relationships Government Representatives Corporate, Community Sector and Government Partners Other carers organisation across Australia, as directed

KEY SELECTION CRITERIA

Parameter	Skills and experience required
Demonstrated capabilities, knowledge, skills and experience:	<p>Essential:</p> <ul style="list-style-type: none"> Demonstrated experience and results in a project management or business development role in the non-government or government sector. Experience in the development of evidence-based budget bids and grant applications and/or demonstrated capacity to rapidly acquire this knowledge. Strong written, numerical and verbal communication skills and experience in the preparation of concise reports, briefs and presentations. Experience in reviewing and analysing a range of inputs to generate strategic insights to inform new service innovation models and/or funding proposals. Strong organisational and project management skills, with a demonstrated ability to juggle multiple priorities to completion. <p>Desirable:</p> <ul style="list-style-type: none"> Experience working in direct practice in the aged care, disability, mental health or carer support sectors would be highly regarded. Experience in engaging carers or other people with living/lived experience to gain their feedback, insights and advice through a range of channels will be well regarded Understanding of operational and strategic context of Carers Victoria, or demonstrated ability to rapidly acquire this.
Qualifications and other requirements:	<p>Essential:</p> <ul style="list-style-type: none"> A tertiary qualification in a relevant discipline. Current National Police Records Check. Current Working with Children Check.
Personal attributes and behaviours:	<p>Essential:</p> <ul style="list-style-type: none"> Demonstrated capacity for independent work in a small team environment Demonstrated capacity to also work collaboratively with colleagues within and outside immediate team and group High level analytical, interpersonal and organisational skills Demonstrates initiative and adaptability

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	<ul style="list-style-type: none">• Displays curiosity, open to new ideas and interested in understanding what works• Remains calm under pressure, keeps things in perspective• Passion, humility, integrity, positive attitude, mission-driven, and self-directed.• 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.
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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:	CEO/ General Manager – Carer Advisory, Response and Innovation
Approved by:	HR Coordinator
Date:	28 April 2025