

Partnership Specialist

Carer Gateway



The purpose of this position

The **purpose** of the position is to grow the awareness of the Carer Gateway program through the development of partnerships with key stakeholders, referral panels, networks, and direct consumer engagement.

About the position

- This position is part of is within Ageing & Carers directorate.
- It's part of the Carer Gateway team.
- This position **reports to** the Manager, Carer Gateway.
- This position allows for flexibility.
- The position leads a team.
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: Budget holder Has designated revenue or billing targets.
- This position maybe advertised externally as Partnership Specialist – Carer Gateway.

Key areas of responsibility

- Execute strategies to grow referrals to the Carer Gateway program.
- Manage stakeholder and consumer advisory group relationships.
- Establish and maintain the Carer Gateway mutual referral framework in consultation with internal and external stakeholders.
- Create, distribute, and maintain content and information packs regarding the service to inform consumers, referral agencies and stakeholder panels.
- Conduct information sessions and presentations to key stakeholders and promote the services.
- Conduct stakeholder mapping and maintain relationship from establishment to ongoing the Carer Gateway services.
- Work in accordance with the Professional Governance Framework to ensure the services and support we provide to our clients and each other are person centered, connected, effective, and safe.
- **This position is offered as a specialisation**, supporting a particular funded service type i.e. Carer Gateway.

Key outcomes

When things are going well, we would expect to see these outcomes:

- The way in which we work with complex cases is effective and appropriate support needs are identified.
- Carer Gateway Partner and the whole team feel supported when working with clients with complex needs.
- Carer Gateway team facilitates client acquisition and management, and operation teams feel supported.

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- Consumers are attracted to The Benevolent Society and have high levels of satisfaction and engagement.
- The Benevolent Society Service models are implemented.
- The Benevolent Society services for Carers are recognised in the top quartile within the industry for practice.

Key Capabilities

Essential criteria & key attributes

- Degree qualified in the ageing or Carer sector or a related field.
- A degree in aged care, community care, Carer services, community services or related area and/or equivalent experience and aptitude for team leadership and coaching.
- Excellent understanding of issues relating to older persons and/or Carer, including such as independence, social isolation, co-morbidities, and the needs of carers and those supporting the client.
- Ability to coach, mentor, and collaborate with colleagues to build understanding and knowledge and improve outcomes for clients.
- A commitment to own learning and development with a view to share learnings with the team.
- Demonstrated understanding of contemporary Carer/aged/disability practice.
- Understanding of the needs of diverse communities such as Aboriginal and Torres Strait Islander, culturally and linguistically diverse (CALD), and LGBTI+ communities.
- Good relationship building skills with the ability to create strong working relationships with different internal and external stakeholders

People who know this position say that

People who know this position say the things that might make your day are:

- Being able to positively influence a client's future.
- Being able to advocate for the needs of people impacted by their role as a carer.
- Working with the team to get a comprehensive view and reach better outcomes.
- Reflecting on positive feedback when suggestions have been helpful.

People who know this position say some key challenges you might experience are:

- Managing stakeholder expectations with limited available resources.
- Managing your own time in an environment with competing priorities.
- Ensuring that you continue to have a strong understanding of the sector in an environment of rapid and broad change within the sector generally

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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| <input type="checkbox"/> Overnight travel/stays. | <input checked="" type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input checked="" type="checkbox"/> Evening work. |
| <input checked="" type="checkbox"/> Travel to clients (varied locations). | <input checked="" type="checkbox"/> Special event support. |
| <input checked="" type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input checked="" type="checkbox"/> Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Managers, Deputy Managers, Team Leaders, Senior Carer Gateway Partners, Partnership and Quality Specialist, Knowledge Management Coordinators
- TBS Support Centre, L&D Team

Outside The Benevolent Society:

- Consumers and their families
- Referral agencies
- Medical and Allied Health Professionals
- Regulatory and Complaint agencies