



Position Description

Position Title:	Community Liaison Officer
Position Classification:	Administration and Operational Support (AOS) Level 1 -2
Direct Reports:	Nil
Reports To:	Patient Services Team Leader

PROGRAM / ROLE DESCRIPTION

Wurli-Wurlinjang Health Service (WWHS) is an Aboriginal Community Controlled Organisation that prides itself on delivering a range of health services to the community in a style and manner that makes clients feel welcome and comfortable.

WWHS operates a range of clinics and provides a range of primary health care and other services which include our Main Clinic (acute and general care), Gudbinji Chronic Disease Clinic, Binjari Health Centre, Women and Children's Health, Men's Health, and a Dental Clinic.

We also deliver Community Service programs which aim to achieve better outcomes in early intervention, treatment, and management through an integrated approach in a primary health care setting like our Alcohol and Other Drugs Program, Social and Emotional Wellbeing program, Katherine Individual Support Program, and our Strong Indigenous Families program.

As well as providing Clinical and Community Services WWHS also provides Professional Development and Training, as well as Corporate Services being: Human Resources, Finance, Infrastructure, Work Health and Safety, Compliance and Administration Support.

The Community Liaison Officer position is a pivotal role in the delivery of health and wellbeing services in a range of programs at Wurli and provides a professional linkage between Wurli, individuals, families, and communities to establish and maintain positive relationships. The role is required to deliver culturally appropriate support for identified clients within the Katherine and surrounding communities in accordance with the relevant program / service outcomes and act as a role model for Aboriginal and Torres Strait Islander people by modelling appropriate healthy lifestyle behaviours within a harm minimisation and reduction framework.

KEY AREAS OF RESPONSIBILITY

Service Delivery

- Provide client liaison services between Wurli and clinic / program ensuring timely delivery of client appointment letters and other associated information from Wurli
- In a culturally sensitive manner, and where required, communicate the purpose of the correspondence, pending appointment to ensure the client understands the purpose of their visit
- Liaise regularly with the patient travel & Covid Care at Home team to ensure priorities of service are met and clients located as needed
- Ensure all documentation, records management and the health information system database are maintained and completed in accordance with established standards policies and protocols to ensure continuity of care.
- Participate as a member of a multi-disciplinary team in the development, implementation and review of patient services provided by Wurli Wurlinjang Health Service.
- Participate in work health and safety, quality and accreditation and other activities and processes as appropriate.
- Undertake training as required and directed.
- Report vehicle maintenance concerns promptly
- Maintain confidentiality and privacy principles of client information and files

Program Development, Networking and Liaison

- Establish and maintain links with the local community and clients to ensure efficient delivery or service information and appointments can be maintained
- Develop and implement culturally appropriate relevant methods of promoting access and usage of Wurli services by all community groups in the service region

Team Support

- Attend daily briefs and allocation of schedules
- Report any barriers to achieving daily outcomes
- Attend to other duties / tasks as directed to ensure team outcomes are met

Administration and Reporting

- Complete all associated record keeping procedures relating to client services, liaison as required and to the appropriate standard
- Ensure vehicle logs are completed daily
- Report any client concerns to the Specialist / Patient Travel / Clinical Database Administration Officer in a timely fashion

Workplace Health and Safety

- Ensure your personal health and safety, and that of others in the workplace
- Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety
- Promote and deliver in accordance with Wurli's risk management framework
- Report all accidents, incidents, near misses and hazards immediately

Corporate Identity

- Promotes and embodies Wurli's vision and values
- Act as a role model for clients
- Act in accordance with Wurli's Code of Conduct

POSITION REQUIREMENTS**Qualifications / Prerequisites:**

- Sound knowledge of Katherine and the surrounding communities we service
- Sound oral and written communications skills
- Demonstrated knowledge and understanding of Aboriginal and Torres Strait Islander culture
- Demonstrated ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander people.
- National Police Records Check and Working with Children's Clearance
- Current Northern Territory Driver's License
- COVID-19 Vaccination Certificate

Acknowledgement

I have read and understand the requirements of the role; responsibilities and accountabilities as outlined within this Position Description.

Employee name: _____

Signature: _____

Date: _____