



POSITION PROFILE

POSITION TITLE: Community Liaison Officer

Position Title	Community Liaison Officer	Program / Funding Stream	General Operations
Position Classification	Administration and Operational Support (AOS) Level 1 – 2	Finance Funding Code	DOC50
Reports To	Clinic Coordinator	Direct Reports	Nil
Program / Role Description	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>		

Qualifications	Essential: Nil
	Desired: Sound knowledge of Katherine and the surrounding communities we services
Experience	Essential: 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.
	Desired: Previous experience in a similar / related functional role or in Aboriginal Health Service
Prerequisites	National Police Records Check and Working with Children's Clearance Current Northern Territory Driver's License Vaccinated against COVID-19

Key Result Area	Responsibilities / Activities	Standard Measure
SERVICE DELIVERY	<ul style="list-style-type: none"> <input type="checkbox"/> Provide client liaison services between Wurli and clinic / program ensuring timely delivery of client appointment letters and other associated information from Wurli <ul style="list-style-type: none"> <input type="checkbox"/> 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 <input type="checkbox"/> Liaise regularly with the patient travel & Covid out of home care teams to ensure priorities of service are met and clients located as needed <input type="checkbox"/> 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. <input type="checkbox"/> Participate as a member of a multi-disciplinary team in the development, implementation and review of patient services provided by Wurli Wurlinjang Health Service. 	<ul style="list-style-type: none"> • Services delivered meets the stated objectives in accordance with the funding agreement, Wurli's Continuous Quality Improvement Program and related policies and procedures:- <ul style="list-style-type: none"> ○ Clients receive appointment letters and attend appointments ○ Confidentiality maintained ○ Licence / registrations upheld

	<ul style="list-style-type: none"> <input type="checkbox"/> Participate in work health and safety, quality and accreditation and other activities and processes as appropriate. <input type="checkbox"/> Undertake training as required and directed. <input type="checkbox"/> Report vehicle maintenance concerns promptly <input type="checkbox"/> Maintain confidentiality and privacy principles of client information and files 	
PROGRAM DEVELOPMENT, NETWORKING & LIAISON	<ul style="list-style-type: none"> <input type="checkbox"/> Establish and maintain links with the local community and clients to ensure efficient delivery or service information and appointments can be maintained <input type="checkbox"/> Develop and implement culturally appropriate relevant methods of promoting access and usage of Wurli services by all community groups in the service region 	<ul style="list-style-type: none"> • Contribute to discussion regarding current and future needs of community liaison • Active involvement and contribution to networking, monitoring, and evaluation of the program
TEAM SUPPORT / SUPERVISION	<ul style="list-style-type: none"> <input type="checkbox"/> Attend daily briefs and allocation of schedules <input type="checkbox"/> Report any barriers to achieving daily outcomes <input type="checkbox"/> Attend to other duties / tasks as directed to ensure team outcomes are met 	<ul style="list-style-type: none"> • Co-operative and professional working relationships are developed and maintained • Reliable with attendance and punctuality
ADMINISTRATION & REPORTING	<ul style="list-style-type: none"> <input type="checkbox"/> Complete all associated record keeping procedures relating to client services, liaison as required and to the appropriate standard <input type="checkbox"/> Ensure vehicle logs are completed on a daily basis <input type="checkbox"/> Report any client concerns to the Specialist / Patient Travel / Clinical Database Administration Officer in a timely fashion 	<ul style="list-style-type: none"> • Administration functions such as daily statistics are entered into the health information system are actively undertaken, accurate, timely and in accordance with record keeping standards
WORKPLACE HEALTH & SAFETY	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure your personal health and safety, and that of others in the workplace <input type="checkbox"/> Comply with any reasonable direction (such as safe work procedures, wearing personal protective equipment) given by management for health and safety <input type="checkbox"/> Promote and deliver the service in accordance with Wurli's risk management framework <input type="checkbox"/> Report all accidents, incidents, near misses and hazards immediately 	<ul style="list-style-type: none"> • Adheres to risk management and WH&S Policy and Procedures at all times • Adheres to Risk Management and WH&S Policy and Procedures at all times

CORPORATE IDENTITY	<ul style="list-style-type: none"> <input type="checkbox"/> Promote and embody Wurli’s vision and values <input type="checkbox"/> Act as a role model for clients and other staff <input type="checkbox"/> Maintain professional networks that allows for good service delivery and continuity of care for patients <input type="checkbox"/> Act in accordance with Wurli’s Code of Conduct 	<ul style="list-style-type: none"> • Acts in a professional manner / leads by example and maintains the reputation of the organisation and profession / service • Positively promotes the image of the organisation
Personal Characteristics / Qualities		Job Competencies (Skills and Knowledge)
<ul style="list-style-type: none"> • Willingness to work within Wurli’s value and vision and adhere to quality improvement practices, policies, and procedures • Presents a personal image and demeanor that promotes credibility and is appropriate to work setting and role • Treats others with dignity & respect • Sound interpersonal skills • Encourages and cooperates with other to achieve common goals 		<ul style="list-style-type: none"> • Demonstrates a basic knowledge of Wurli health services and other support services available to Wurli clients • Maintain a current ‘C’ Drivers Licence • Able to work to and meet deadlines • Basic computer skills including the ability to use MS Office Suite (including Outlook) and Communicare systems • Sound verbal communication (bilingual preferred) and listening skills

Peter Gazey

Chief Executive Officer

Date: