



POSITION PROFILE

POSITION TITLE: COMMUNITY LIAISON /TRANSPORT OFFICER

Position Title	Community Liaison / Transport Officer	Program / Funding Stream	NT DOH
Position Classification	AOS Level 1	Finance Funding Code	DOH10
Reports To	Administration Services Manager	Direct Reports	Nil
Program and Role Description	The Community Liaison / Transport 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 and transport service 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.		
Qualifications	Essential: Nil		
	Desired: Nil		
Experience	Essential: Nil		
	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 Light Rigid (LR) Driver's License		

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 <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"/> Provide transport services (pick up and drop off) to Wurli clinics /program areas, hospital, government services and other localities as required and /or directed <input type="checkbox"/> Liaise regularly with the patient services team to ensure priorities of service are met and clients located as needed <input type="checkbox"/> Drive vehicles in a safe and appropriate manner ensuring the safety of clients and adherence to the road rules. <input type="checkbox"/> Complete daily vehicle pre-start inspection checklists <input type="checkbox"/> Maintain vehicles to a clean and operationally safe standard <input type="checkbox"/> Report vehicle maintenance concerns promptly <input type="checkbox"/> Manage clients behaviour during transport in accordance with the safety and duty of care standards <input type="checkbox"/> Maintain confidentiality and privacy principles of client information and files 	<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 ○ Vehicle maintained to standards ○ License / registrations upheld
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 and transport • Active involvement and contribution to networking, monitoring and evaluation of the program
TEAM SUPPORT	<ul style="list-style-type: none"> <input type="checkbox"/> Attend daily briefs and allocation of schedule on a daily basis <input type="checkbox"/> Report any barriers to achieving daily outcomes 	<ul style="list-style-type: none"> • Co-operative and professional working relationships are developed and maintained

	<input type="checkbox"/> Attend to other duties / tasks as directed to ensure team outcomes are met	<ul style="list-style-type: none"> Reliable with attendance and punctuality
ADMINISTRATION & REPORTING	<input type="checkbox"/> Complete all associated record keeping procedures relating to client services, liaison and transport 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 Patient Services Coordinator in a timely fashion	<ul style="list-style-type: none"> Administrative 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	<input type="checkbox"/> Ensure your personal health and safety, and that of others in the workplace <input type="checkbox"/> Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety <input type="checkbox"/> Promote and deliver 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
CORPORATE IDENTITY	<input type="checkbox"/> Promotes and embodies Wurli's vision and values <input type="checkbox"/> Act as a role model clients <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, promotes the organisation and maintains the reputation of the organisation and profession / service
Personal Characteristics / Qualities		Job Competencies (Skills and Knowledge)
<ul style="list-style-type: none"> Willingness to work within Wurli's values 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 others 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 LR Driver's License Able to work to and meet deadlines Basic computer skills including the ability to use MS Office Suite (including Outlook) and Communicare or equivalent systems. Sound verbal communication (bilingual preferred) and listening skills