



# Position Description – Client Liaison Officer – Home & Community Care

Position:	Client Liaison Officer – Home & Community Care
Band:	6
Position Number:	10093
Business Unit:	Aged & Disability
Directorate:	Corporate & Community Services

Name of Occupant	Vacant
Date Approved	4 July 2020
Approved By	Aged and Disability Service Delivery Coordinator

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## Position Objective

To support people with disabilities, a medical or health condition and their respective carers to live as independently as possible in their own homes. Complete holistic assessments of need and the development of goal directed support plans promoting a strengths-based approach in partnership with service providers to meet individual client needs. Lead and participate in community development and social inclusion activities.

## Key Responsibility Areas

The following are the key responsibility areas for the position:

1. Intake & triaging of enquiries, and undertaking holistic Living at Home Assessments, and/or Personal Alarm Victoria. Determination of program eligibility, and subsequent referrals to support services where required.
2. Develop goal directed care plans in partnership with clients, carers and other relevant persons and/or service providers.
3. Perform re-assessments, and care plan/service plan reviews where required, actively monitoring allocated support hours optimising value for the client, and resources.
4. Care coordination for people with complex needs and circumstances.
5. Demonstrate service response and performance in accordance with program policies & procedures, key performance measures, and Home & Community Care Guidelines.
6. Actively engage with stakeholders identifying service gaps and translating feedback to enhance the program and access to the service, including hosting events that promote inclusion and broader program promotion.
7. Record keeping; including timely entering of data and maintenance of accurate information into electronic client management systems, and the ability to convert evidence base to improve outcomes, outputs and initiate improvement activities.

All other duties and additional tasks as directed, within the skills and abilities of a position at this level.

## Organisational Relationships

Reports to:	<i>Aged &amp; Disability Service Delivery Coordinator</i>
Supervises:	<i>No direct reports</i>
Internal Liaisons:	<i>Baw Baw Shire Council Aged &amp; Disability service delivery team members, customer service team, compliance department, and other departments as required and across various sites where applicable.</i>
External Liaisons:	<i>The community; both local and advocates outside Baw Baw Shire, people with a disability, their families and carers, community &amp; health organisations, Local, State and Commonwealth Governments, Other Council Home &amp; Community Care teams, Private providers.</i>

## Commitment to Culture

Baw Baw Shire Council is committed to creating a culture first environment that actively promotes and demonstrates above the line behaviours.

We will strive to be:

**Optimistic** – about our organisation's future and our ability to deliver quality services and projects to benefit our community.

**Pragmatic** – by resolving issues and making the best possible use of our time, effort and resources.

**Respectful** – of ourselves, our Council and of the diverse views and perspectives of our community.

**Supportive** – by valuing our team members, empowering them to be successful in their roles and investing in their growth and development.

**Authentic** – by undertaking our work in an open, honest and transparent manner.

## Commitment to Safety

Baw Baw Shire Council has made a committed to increasing our safety performance. A high performing safety culture is created by empowering all Councillors, Employees and Volunteers to be accountable to our ThinkSAFE approach.

Our expectation is that you will **Think, Stop, Assess, Foresee and Evaluate hazards and risks** in all you do to achieve our overall goal of creating a safe work environment.

## Qualifications and Experience

The qualifications and experience required for the position include:

- Tertiary qualification in Social Sciences, Disability Studies or Allied Health professions, or equivalent qualifications with demonstrated industry experience.

## Key Selection Criteria

1. *Tertiary qualification in Social Sciences, Disability Studies or Allied Health professions, or equivalent qualifications with demonstrated industry experience.*
2. *Knowledge of principles of community inclusion and participation, with experience in delivering a response or project as a result to a community need or service gap.*
3. *Demonstrated experience in performing community and/or health assessments using a strengths-based approach, and development of associated care plans.*
4. *Excellent interpersonal and health literacy skills demonstrated by experience liaising with people with a disability and/or medical condition, service providers and agencies.*
5. *Experience in participating in a Co-ordinated Care networks, and working collaboratively with clients, carers and/or relevant agencies to achieve client goals.*

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## Accountability and Extent of Authority

The position's accountability and extent of authority will be as follows:

- Manage resources and/or provide advice to or regulate clients and/or provide input to the development of policy.
- Where the prime responsibility is for resource management, the freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programmes and projects being managed.
- Where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken on individual clients may be significant but is usually subject to appeal or review by more senior employees.
- This position can have a significant effect on the process of policy development and has formal input into policy development within their area of expertise and/or management.

## Judgement and Decision Making

Judgement and decision-making skills required for the role include:

- Nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent.
- The work may involve improving and/or developing methods and techniques generally based on previous experience.
- Problem solving may involve applying these techniques to new situations.
- Guidance and advice are usually available.

## Specialist Skills & Knowledge

The skills and knowledge required to perform the duties of the position include:

- Require proficiency in applying a theoretical or scientific discipline, including the underlying principles as distinct from the best practices.
- Require an understanding of the long-term goals of the functional unit in which the position is placed and of the relevant policies of both the unit and the wider organisation.

## Management Skills

The required management skills include:

- Require skills in managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees to achieve specific and set objectives in the most efficient way possible, within the resources available and within a set timetable.
- Where management of employees is part of the job, the position requires an understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety, and employee development.

## Interpersonal Skills

- Require the ability to gain cooperation and assistance from clients, members of the public and other employees in administering defined activities and in supervising other employees.
  - Must be able to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.
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**ACCEPTED** for and on behalf of the **EMPLOYEE**

[acceptance\_status]

Acceptance of Employee

[candidate\_name]

Name of Employee

[acceptance\_date]

Date