

POSITION DESCRIPTION

POSITION TITLE:	Liaison Officer
SECTION:	Client Services
RESPONSIBLE TO:	Zone Co-ordinator
POSITIONS UNDER DIRECT SUPERVISION:	None

1. THE OBJECTIVES OF THE POSITION

- Provide high quality care services
- Provide training, buddying and mentoring of Support Workers as required
- Assist in the induction and orientation of new Support Workers as required
- Undertake care provision at shorter notice than usual, to cover Support Workers unable to provide booked care services due to sudden illness etc
- Undertake Occupational Safety & Health (OSH) assessments as required
- Be willing to attend training and implement new skills
- Assist in ensuring compliance with organisational, contractual and legal obligations
- Promote and demonstrate a culture of teamwork within PHCS
- Support continuous improvement within PHCS
- Provide leadership by example to other Support Workers
- Inform and liaise with office and other staff on relevant client and Support Worker matters

2. MAIN TASKS/DUTIES

Duties and tasks may be assigned to a Liaison Carer by an Assistant Coordinator who is working under the authority of the Coordinator.

2.1 Undertake service provision

- Undertake domestic assistance duties eg. washing, cooking, and cleaning
- Provide personal care eg showering, dressing, toileting etc
- Provide or assist with the provision of respite care services
- Provide social and/or recreation support
- Able to undertake care provision for clients with complex support needs
- Able to undertake care provision at shorter notice than usual, when required
- Show leadership by example in setting and maintaining high standards of client care.

2.2 Provide training, buddying, support and guidance to other Support Workers

- Provide 'on the job training' to Support Workers as required
- Be a buddy to Support Workers by providing support and guidance
- Contact new Support Workers in your Zone (as provided by the Coordinator) and welcome them to the zone, and offer support, guidance, and assistance
- Show leadership by example in complying with and promoting organisational Policies and Procedures.

2.3 Occupational Safety & Health (OSH)

- Conduct OSH Assessments in accordance with relevant legislation, organisational policies and procedures, and follow up issues
- Promote OSH compliance to Support Workers
- Show leadership by example by knowing, understanding and complying with all OSH requirements of Liaison Carers

2.4 Client Reviews

Carry out Client Reviews in accordance with PHCS policies and procedures. This may include:

- Making telephone contact with the client and arranging suitable times for conducting reviews with relevant people (eg. family, interpreter)
- Visiting the client's home
- Completing written reports and forms (Review form, Income Assessment form and Occupational Safety and Health form)
- Following up basic issues raised during the review
- Refer complex issues to the Coordinator.

2.5 Meetings

- Assist in the planning of Support Worker Meetings as required by the Coordinator
- Attend Support Worker meetings
- Carry out any follow up tasks/activities from meetings
- Meet with the Coordinator as required.

2.6 Coordinating Leave Absences

- Arrange replacement Support Workers as required to undertake allocated client services, prior to taking annual leave (and if possible, sick leave). It is required that you liaise with your Coordinator (or Assistant Coordinator) concerning replacement Support Workers.

2.7 Continuous Improvement

- Participate in PHCS Continuous Improvement teams and related quality assurance activities as required.

2.8 Community Support Information

- Provide information on services and community support to clients as necessary.

2.9 Training

- Attend training and professional development as required.

2.10 Other Duties

- Undertake other duties as directed by the Coordinator and which are consistent with the general role and expectations of a Liaison Carer employed by PHCS.

3. SKILLS, KNOWLEDGE AND TRAINING

3.1 Skills

Essential:

- Excellent personal care, respite care, social support, recreation support (where applicable) and domestic assistance skills
- Able to competently undertake complex care provision for clients with high support needs
- Good verbal and written communication skills
- Ability to provide effective training to Support Workers in community care duties
- Ability to provide effective buddying, support and guidance to Support Workers
- Good interpersonal skills
- Good time management skills
- Demonstrated initiative
- Demonstrated team building skills

3.2 Knowledge

Essential:

- Good knowledge of disability
- Good knowledge of dementia
- Good knowledge of mental health
- Good knowledge of OSH policies and procedures
- Good understanding of the policies and procedures of PHCS
- Recognition of the importance of social support inherent in all service delivery

3.4 Training

Essential:

- Nationally Accredited Support Workers Course to TAFE Certificate II or above, or equivalent
- Recognised Manual Handling course
- Certificate Course in Occupational Safety and Health - Risks and Hazards
- Hold and maintain a Senior First Aid certificate

3.5 Other

Essential:

- Integrity and responsibility
- Reliability and punctuality
- Flexibility in relation to duties
- Availability to provide care

4. COMMUNICATION

- Direct verbal communication with clients, Support Workers, Coordinators/Assistant Coordinators, Administrative Assistants, and other PHCS staff.

5. WORKING ENVIRONMENT

- The position holder works in the community, usually at the home of the client as well as in community locations.
- The position holder may be required from time to time to work at PHCS Office.

6. PERFORMANCE STANDARDS

Performance standards will be measured on the basis of the criteria listed in this PD with a focus on:

- Provision of services in accordance with PHCS policies, procedures, and standards of care
- Client satisfaction of services received and Coordinator assessment of care provision
- Quality and effectiveness of training, buddying, support and guidance provided to Support Workers
- Availability to undertake care provision at shorter notice than usual, to cover Support Workers unable to provide booked care services due to sudden illness etc.
- Quality of Client Reviews and OSH Assessments, carried out within the required time frames
- Knowledge of and compliance with organisational policies and procedures.
- Promotion of a safe working environment
- Demonstrating leadership by example
- Promotion of teamwork
- Effective communication
- Ability to help resolve issues and problems
- Attendance at required training activities
- Attendance at required meetings

Position Holder:

Signature:

Date: