



POSITION DESCRIPTION

Name:	
Commencement / Last Date Reviewed:	August 2020
Reviewed By:	Operational Director People & Culture

ORGANISATIONAL STRUCTURE

Position Title	Role / Team	Area	Direct Reports
Disability Liaison Officer (DLO)	Corporate Services	Corporate Services	N/A
Location	Employment Type	Reports To	Professional Accountability
Wangaratta	Part Time Fixed Term	Operational Manager - Support Services	NHW

OUR VISION

To Be Recognised Leaders in Rural Health Care

OUR VALUES

CARING

EXCELLENCE

RESPECT

INTEGRITY

FAIRNESS

POSITION PURPOSE

The Disability Liaison Officer (DLO) will be a primary contact point for people with disability to provide support to access COVID-19 assessment and treatment services. The DLO will work to address barriers that prevent people with disability from accessing services including fear, uncertainty and issues with accessibility. In addition to supporting people with disability to access COVID-19 assessment and treatment services, the DLO will support people with disability to access non COVID-19 services which may have been impeded by the current pandemic.

The DLO will support people with disability to transition out of acute hospital care, working to address barriers that prevent safe transition to the community which are further complicated by the COVID 19 situation.

The role may work across multiple sites including the possibility of undertaking community outreach activities. This role will suit someone with lived experience, particularly those with experience or understanding of intersectional identities, including LGBTIQ+, Aboriginal and CALD people with disability.



RESPONSIBILITIES AND MEASURES OF SUCCESS IN THE ROLE

The following table breaks down the key performance areas of responsibility for the incumbent. Measurements for performance areas will be agreed to with the Manager of Allied Health and Ambulatory Services.

PERFORMANCE AREA	RESPONSIBILITY
Core Role	<ul style="list-style-type: none"> - Help people with disability, their families and carers access assessment and treatment for coronavirus - Undertake outreach where there is evidence that people with disability are not using the respiratory clinics or other onsite services because of fear of exposure and infection, or uncertainty about how the service will operate. - Undertake targeted outreach for people with disability who may be less likely to use health services (e.g. Aboriginal people with disability, LGBTIQ people with disability etc. Where appropriate, this work will coordinate with the work other roles, such as Aboriginal Liaison Officers.) - Provide disability-specific secondary consultation to support the assessment center and broader health service to provide more accessible, safer and more inclusive care to people with disability, particularly with respect to assessment and treatment for coronavirus - Assist with supporting people with disability, their families and carer in the transition out of inpatient care, liaising with the National Disability Scheme and support agencies.
Employee Obligations- OHS	<ul style="list-style-type: none"> - Participate in the development of a safe and healthy workplace. - Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures. - Co-operate with management in its fulfilment of its legislative obligations. - Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation. - To report any injury, hazard or illness immediately, where practical to their supervisor. - Not place others at risk by any act or omission. - Not wilfully or recklessly interfere with safety equipment.

WORKING RELATIONSHIPS

INTERNAL

- Operational Director of Allied Health and Ambulatory Services
- Social Work Manager
- Medical, Nursing and Allied Health Staff

EXTERNAL

- Counterparts at Other Regional Health Services
- Local Agencies/referral points

KEY SELECTION CRITERIA

Essential

- Good understanding of the needs and issues for people who have a disability and a comprehensive knowledge of the ranges of generic and specialist service options available to clients including but not limited to: physical, emotional and mental health, accommodation, legal matters, employment and education
- Recognised experience and knowledge in the field of disability and ability to apply policies and processes to meet challenges of known or evolving disability support situations would be expected
- Sound influence, negotiation and interpersonal skills
- Demonstrated ability to self-manage own work
- Proven experience in a customer/client focused role
- Evidence of, and commitment to ongoing professional development and lifelong learning
- Demonstrated ability to initiate and maintain effective professional relationships and/or partnerships
- Demonstrated ability to monitor, evaluate and modify own performance through reflective practice
- Ability to comply with the NHW Standards of Behaviour

Desirable

- Qualification in nursing or an allied health discipline are preferred. Consideration will be given to applicants who have qualifications in disability and/or substantial employment experience



- Current drivers licence

All staff must have and remain current for continued employment the following:

- A current National Police Check (renewed every 3 years)
- A current Working with Children Check (renewed every 5 years)
- Statutory Declaration for applicable workers who have lived overseas

Standards of Behaviour

	Above the line Our staff will always:	Below the line Our staff will not:
Caring	<ul style="list-style-type: none"> Show compassion to all people Demonstrate empathy and understanding Work as part of the team Mentor others Provide encouragement to others Care for others the way they would like to be cared for themselves 	<ul style="list-style-type: none"> Be disrespectful Be self-centered Have inappropriate conversations with others Display rudeness
Excellence	<ul style="list-style-type: none"> Commit to the NHW Hardwiring Excellence expectations Have the courage to question what we do Persevere to do the best job they can Strive continuously to improve Be professional and enthusiastic Maintain customer focus 	<ul style="list-style-type: none"> Give up Demonstrate a 'can't-do' attitude Accept mediocrity Be unreliable Pass the buck Ignore feedback given by patients or colleagues
Respect	<ul style="list-style-type: none"> Maintain confidentiality and privacy Listen to others and accept differences Be punctual Respond courteously Greet all people by saying hello, smiling and introducing themselves Be culturally informed and sensitive Respect diverse opinions 	<ul style="list-style-type: none"> Be sarcastic Bully, harass or display aggression Be judgmental Withhold information Contribute to rumours Leave an untidy workplace
Integrity	<ul style="list-style-type: none"> Be open and honest Lead by example Be responsible and accountable for their own actions Stand up and take action Escalate issues or behaviors of concern 	<ul style="list-style-type: none"> Be arrogant Be dishonest Be hypocritical Avoid responsibility Allow unacceptable behavior
Fairness	<ul style="list-style-type: none"> Demonstrate consistency Treat people equally Be considerate and understanding Be collaborative and collegiate 	<ul style="list-style-type: none"> Discriminate against others Demonstrate favoritism and exclusion Refuse to assist others with their workload

Acknowledged By Employee

Name _____ Date _____

Signature _____