

POSITION DESCRIPTION

Position Title	Disability Liaison Officer		
Division	Primary Healthcare	Unit	Allied Health
Campus	Leongatha or Korumburra		
Classification	Dependent upon qualifications and experience		
Award	Dependent upon qualifications and experience		
Reports To	Vivian Carroll		
Position Approved By	Director Primary Healthcare		

Position Outline:

The Disability Liaison Officer (DLO) will be the 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 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.

Working with a diverse range of people, you are required to uphold GSHS values and ensure our patients and families are treated with respect and professional care.

Divisional Context:

Primary Health at GSHS is a dynamic team of nurses, health professionals, allied health assistants and managers who provide a broad range of community-based and ambulatory care services to the South Gippsland Shire, including;

- Medical Imaging
- Planned Activity Groups
- Health Promotion
- Social Work
- Gateway (Intake and Assessment)
- Specialist Nursing Programs
- Drug Treatment Services
- Volunteer Coordination
- Disability Services
- Speech Therapy
- Physiotherapy
- Occupational Therapy
- Dietetics
- Podiatry

Health Service Context:

GSHS is a major provider of healthcare in the South Gippsland Shire. GSHS offers a broad range of services that meet the needs of a diverse and sparsely populated area with many small rural communities. With two main acute facilities based at Leongatha and Korumburra, GSHS offers a broad range of specialist, general, acute, subacute, ambulatory, residential aged care and community services.

Although GSHS is made up of a number of sites, they all operate as part of the one organisation and therefore the service profile is informed by the geographical nature of the diverse communities as well as the strategic imperatives of the Department of Health & Human Services.

Vision, Mission and Values:

The Values are detailed in GSHS' Employee Charter and form part of your terms and conditions of Employment as does the Code of Conduct for Victorian Public Sector Employees. GSHS expects all employees to behave in accordance with these requirements at all times whilst employed by the organisation.

Vision
<i>Excellence in Healthcare</i>

Mission
<i>Building a Healthier Community Together</i>

Gippsland Southern Health Service - Values and Behaviours		
Value	Above the Line Behaviour	Below the Line Behaviour
Excellence	<ul style="list-style-type: none">Continuous ImprovementEvidence Based PractiseConsistency of PracticeInnovative PracticeHigh Standards	<ul style="list-style-type: none">Unwilling to ImproveLack of InnovationNon-AdherenceInconsistencyAcceptance
Individuality	<ul style="list-style-type: none">Be TolerantAcknowledge RightsPersonaliseSupport IndividualsPractice Self Care	<ul style="list-style-type: none">Lack of RespectDiscriminatingBeing InconsiderateBeing JudgementalBeing Dismissive
Collaboration	<ul style="list-style-type: none">Value TeamworkInvolve OthersActively ListenAsk and Offer SolutionsSupport Decisions and Change	<ul style="list-style-type: none">Poor CommunicationCriticising OthersBeing NegativeNot OpenWithholding Information
Accountability	<ul style="list-style-type: none">Take ResponsibilitySet Clear ExpectationsManage PerformanceResults FocusedEthically Bound	<ul style="list-style-type: none">Blaming OthersUnethical BehaviourUnderperformingUnreliableShirking Responsibility
Respect	<ul style="list-style-type: none">Respect PeopleRespect PrivacyRespect PropertyRespect ViewsBe courteous	<ul style="list-style-type: none">Being RudeBeing NegativeBeing DisrespectfulBeing unhelpfulDisrespecting Property
Empowerment	<ul style="list-style-type: none">Take InitiativeActively ParticipateAsk QuestionsClarify ExpectationsEmpower Others	<ul style="list-style-type: none">AuthoritarianDiscriminationBlaming OthersNot SharingStifling Development

Key Responsibilities

- Help people with disability, their families and carers access assessment and treatment for coronavirus
- Support people with disability, their families and carers to access other health and human services to manage other presenting issues (for example advocacy with the National Disability Insurance Scheme and support to liaise with care agencies due to changes in circumstances or support to access accessible accommodation if required).
- Undertake outreach where there is evidence that people with disability are not using the respiratory clinics or other onsite services because of fear or 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 centre 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.

Knowledge and skills

- Influence and negotiation: adapts the content and style, message or tone of a presentation to suit the audience and plans how to tackle objections; sells own ideas by linking them to others' values, needs and goals; negotiates and implements a well-planned course of action to achieve a specific impact.
- Interpersonal skills: sees things from other's point of view and confirms understanding; expresses own views in a constructive and diplomatic way; reflects on how own emotions impact on others.
- Problem solving: seeks all relevant information for problem solving; investigates and probes for the facts; liaises with stakeholders; analyses issues from different perspectives and draws sound inferences from information available; identifies and proposes workable solutions to problems.
- Self-management: plans and prioritises work to ensure outcomes are achieved; resists the temptation to reaction immediately without taking time to think things through; uses strengths to contribute constructively and consciously manages the impact of own weaknesses; anticipates own reactions to situations and prepares accordingly.

Personal Qualities

- Customer/client focus: listens to customers; actively seeks to meet customer needs; seeks ways to improve services; committed to delivering high quality outcomes for clients.
- Integrity: committed to the public interest; operates in a manner that is consistent with the organisations code of conduct; inspires trust by treating all individuals fairly.
- Empathy and cultural awareness: pays attention to words, expressions and body language; paraphrases messages to check understanding; shapes responses to individuals, based on a range of information they have noted; communicates well with, relates to and sees issues from the perspective of people from a diverse range of cultures and backgrounds.
- Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others' feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

Qualifications

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

Specialist expertise

- Good understanding of the needs and issues for people who have a disability and comprehensive knowledge of the range 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. This includes:
 - Specialised and contemporary understanding of disability and an ability to apply this theoretical knowledge to client support
 - Knowledge of and skill with coaching, supervision and planning practices
 - Knowledge of complex conditions that impact on disability and the capacity to remain up to date with related developments
- Applicants with lived experience of disability will be highly regarded, particularly those with experience of understanding of intersectional identities including LGBTIQ+, Aboriginal and CALD people with disability

Key Selection Criteria:

- Qualifications in nursing or allied health discipline are preferred. Consideration will be given to applicants who have qualifications in disability and appropriate employment experience.
- A good understanding of the needs and issues for people who have a disability
- Recognised experience and knowledge in the field of disability
- Highly developed interpersonal, communication, influencing and negotiation skills
- A high level of problem solving and time management skills
- Demonstrated experience putting the client at the centre of everything you do as well as demonstrating empathy and integrity
- Demonstrated experience working within a multi-disciplinary team

Nursing Capabilities

Mapped to the Nursing and Midwifery Board of Australia Standards for Practice for the Registered Nurse.

Standard 1: Thinks critically and analyses nursing practice

Standard 2: Engages in therapeutic and professional relationships

Standard 3: Maintains the capability for practice

Standard 4: Comprehensively conducts assessments

Standard 5: Develops a plan for nursing practice

Standard 6: Provides safe, appropriate and responsive quality nursing Practice

Standard 7: Evaluates outcomes to inform nursing practice

OH&S

Each employee has the right to a safe working environment and they should advise their supervisor of any risk or condition likely to result in accident or injury. Each employee has the responsibility to take reasonable care of their own health and safety, to comply with GSHS OH&S policies and procedures and to participate in appropriate safety education and evaluation activities.

Policies & Procedures

It is everybody's responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All GSHS policies and procedures can be accessed on the intranet site.

Person Centred Care

Person Centred Care (PCC) is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. PCC is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs. PCC is underpinned by a culture of collaboration and partnership and all staff are required to adhere to these principles.

Values & Conduct

Staff are required to comply with GSHS Employee Charter. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all staff will embrace GSHS' Employee Charter and demonstrate these in their daily work.

GSHS operates under the Code of Conduct for Public Sector Employees. This Code of Conduct, together with any professional Code of Conduct relevant to the role being performed, form part of each employee's conditions of employment and it is expected that all staff will familiarise themselves and comply with this Code of Conduct and those relevant to the role they perform at GSHS.

Child Safety

GSHS is a Child Safe organisation. The GSHS Child Safe Policy and Procedure applies to all staff, volunteers, students and contractors of GSHS. GSHS staff will:

- Protect and promote the health, safety and well-being of all children
- Recognise vulnerability and identify risk and harm to children early
- Respond appropriately, effectively and in a timely way to reduce risk and support children and their families to achieve improved outcomes
- Promote culturally competent and responsive health care
- Work together with families, community services providers and the statutory system in the best interests of children (DHHS Healthcare that Counts Guiding Principles, 2017)

Violence and Aggression

GSHS seeks to promote a safe and inclusive workplace and community that are free from all forms of violence and aggression. GSHS staff:

- are aware that supports are available for GSHS staff and volunteers who may be experiencing family violence.
- identify, respond to and support consumers impacted by family violence as guided by organisational procedures
- identify, report and access support in relation to incidents of occupational violence and aggression.

Diversity & Inclusion

GSHS is an equal opportunity employer. We recruit, employ, train, compensate and promote regardless of race, religion, colour, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law.

Risk Management

GSHS supports an organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

- Contribute to effective risk management within their area of influence
- Adhere to organisational risk management policy and procedures
- Assist in fostering a risk-aware culture and ensure that any staff members in their supervision understand their responsibilities
- Identify new and emerging risk
- Contribute feedback to risk management review processes

Professional Development & Performance Management

Ensures best practice at all times by ensuring that professional skills are regularly updated and mandatory competencies are maintained in accordance with GSHS Policy.

It is a condition of employment that staff participate in the performance review program in accordance with the parameters set out in GSHS policy and procedures.

Quality Improvement

Each staff member has a responsibility to participate and commit to ongoing quality improvement activities.

Clinical Supervision

GSHS participates in programs designed to provide students with on-the-job training whilst being supervised by an appropriately skilled person. All staff of GSHS are required to provide such supervision from time-to-time.

Registered Health Professionals are required as part of their status as registered Health Professionals to provide clinical supervision from time to time, whether recognised as part of their job responsibilities or not. GSHS expects that the highest standards of best practice will be applied at all times where staff are required to provide clinical supervision to either staff or students.

Privacy & Confidentiality

All GSHS Employees are required to comply with the provisions of the Privacy & Confidentiality Policy and any legislative requirements detailed in the Federal Privacy Act, 1988, the Health Records Act 2001, Section 141 of the Health Services Act Victoria, 1988 and the Freedom of Information (Amendment) Act, Victoria 1999.

All staff are required to read, understand and sign a Confidentiality and Privacy Agreement that sets out specifically what is required, upon commencement of employment. These provisions form part of the terms and conditions of employment and any breach will be subject to disciplinary action as per the Performance Management and Discipline Policy and the relevant Enterprise Agreement.

Additional Requirements:

To ensure a healthy and safe environment for everyone, smoking is not permitted on GSHS grounds, buildings or vehicles.

All staff are required to provide a current National Police Records Check prior to commencement. A Working with Children Check is required.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at GSHS' discretion and activities may be added, removed or amended at any time.

Sign-off to verify agreement with this Position Description:

Incumbent		Date	
Manager		Date	