



COMMUNITY OUTREACH LIAISON OFFICER

POSITION DETAILS

Position Title: Community Outreach Liaison Officer
Position Number: HP030
Department: Health Programs
Reports to: Manager Health Programs
Position Term: 12 Month Fixed Term Contract. Renewed annually subject to funding

PREAMBLE

Bega Garnbirringu Health Services (Bega) approaches health service delivery from a holistic perspective. This means that Bega seeks to close the gap in health outcomes for Aboriginal people through a multi-faceted approach that includes a high level of attention to the social determinants of health as well as clinical and primary health.

In order for this approach to be effective it is essential that all staff view their role through the eyes of the client and from a whole of organisation perspective. To this end it is essential that all employees be team oriented and prepared to work cooperatively in a multi-disciplinary environment. All employees must abide by their contract of employment and code of conduct and apply themselves to their duties with professionalism, integrity, ethical practice and with diligence.

The organisation has a strong commitment to the provision of services that are culturally appropriate and safe for Aboriginal clients.

Working at Bega is not just a job - it is a commitment.

PRIMARY PURPOSE

To provide client support and administrative assistance for the Community Outreach team in an effective and efficient manner which fully supports the delivery of high quality culturally appropriate services and activities.

EMPLOYEE

I (Full Name) _____ have sighted and accept this duty statement and acknowledge the expectations that will be held of me in relation to my role at Bega.

SIGNATURE _____ **DATE** _____



POSITION ACCOUNTABILITIES

KRA	Accountabilities
Professional Services	<ul style="list-style-type: none">• To provide transport for clients to attend specialist and other appointments and support clients during their appointments with regards to assistance with advocacy, access to accurate and timely information and any follow-ups as required.• To assist in the delivery and advertisement of health promotion events and activities, at each school location• To provide general administrative assistance, particularly with regard to recall notices and follow-up phone calls and home visits in consultation with Partner schools.• Support children and families with Healthcare needs and ensure confidentiality is maintained in accordance with Bega policy and the Privacy Act 1998• Work in partnership with school liaison officers• To develop and maintain contact with indigenous communities regarding indigenous health and schooling• To assist schools in the development and delivery of Health education programs• To liaise with community groups, government/non-government representatives, allied health professionals, specialists and other health services as required.• To actively encourage and promote continuous improvement.
Administration	<ul style="list-style-type: none">• Accurately collect statistics and prepare reports as required by Bega Garnbirringu Health Service.• Maintain client records and provide assistance to appropriate staff• Participate in Clinic, Staff and team meetings as required.• Participate in staff performance reviews as required.• To undertake other clerical duties as deemed necessary including correspondence, faxing, telephone enquiries and referring enquiries to relevant staff.
Other Duties	<ul style="list-style-type: none">• To undertake the duties and responsibilities of the role in the context of cultural awareness.• Undertake personal and professional development and training as required, and keep informed about current practice and research.• Represent Bega Garnbirringu Health Services in all matters in a professional, ethical and client focused manner.



- Assist in the OH&S Risk Management process by being actively involved in the identification, assessment and control of hazards and associated risks in the workplace.
- Perform other duties relevant to the position as directed by the Manager Health Programs.
- Relieve Clinic transport officers when required

POSITION PARAMETERS

Education & Experience:

Experience in a health organisation or related field

Current drivers licence.

Police Clearance and current Working with Children Check.

Skills & Abilities:

Experience and exposure to clients in all areas relating to social wellbeing/health issues and needs.

Demonstrated ability to plan, manage and control workloads and resources to meet priorities, deadlines with minimal supervision.

High level communication and interpersonal skills.

High level computer usage skills.

Ability to function and participate as part of a team and to contribute to team building.

Ability to work as part of a multi-disciplinary team.

Ability to work outside normal working hours.

Cross cultural sensitivity and understanding of issues affecting Aboriginal Communities and people

Behavioural Competencies:

Demonstrate a high commitment to Aboriginal Child Health and Education from 0-17 years

A high level of integrity and ethical practice

Adaptable and flexible

Energy and initiative

Customer service, responsiveness and team focus

Stress tolerance

Professional manner

Self-motivated and proactive

Ability to assess and identify areas for improvement and development across the organisation



Attention to detail

Objective:

To participate and abide by the Bega commitments, principles and values as portrayed under the Bega Mission Statement.