



Position Description	
Position Title:	IFL-269 Community Liaison Officer- Female
Reports To:	Community Support Services Manager
Direct Reports:	Nil
Award & Classification:	Aboriginal Community Services Award 2010

Position Purpose
<p>The Community Liaison Officer is responsible for promoting Mamu Health Service Limited's programs and services within the community and linking members of the community to culturally appropriate and relevant health services.</p> <p>Travelling throughout the geographic service area of Mamu Health Service Limited (MHSL) is a requirement of this position.</p> <p><i>To summarise, it is not the intent of this position description to limit the scope or responsibilities of the role, but to highlight the most important aspects.</i></p>

Specific Duties	Success Indicators (KPIs)
<p>Health Promotion and Community Connections</p> <ul style="list-style-type: none"> • Promote MHSL programs and services throughout the community in a culturally appropriate manner • General screening and follow ups (including DNAs & Home Visits) • Maintain a thorough knowledge of MHSL programs, services and upcoming activities to successfully connect community members to relevant services • Assist in Developing and distribute culturally appropriate resources • Collaborate with MHSL teams to plan and organise health promotion events • Create materials to advertise upcoming events • Participate in health promotion events • Build relationships with community members and provide linkages to relevant MHSL programs and services including internal /external referrals • Network with relevant organisations and key stakeholders to promote MHSL and provide linkages to programs and services • Analyse health promotion events and document improvement ideas for future events • Implement continuous improvement ideas to increase the effectiveness of health promotion events • Comply with legislation, policies, procedures and protocols to achieve and maintain evidence based and effective practice in primary health care with a focus on promotion, prevention and early identification 	<p>Number of individuals attending health promotion events</p> <p>Number of 81300s & 10950s & 10987s (if applicable)</p> <p>Number of new Aboriginal and Torres Strait Islander clients linked to MHSL</p> <p>Number of existing Aboriginal and Torres Strait Islander clients linked to previously unutilised services</p> <p>Strong relationships developed with relevant organisations and key stakeholders</p> <p>MHSL office processes and procedures adhered to at all times</p> <p>Number of referrals (internal/external)</p> <p>Accurately completes paperwork and assigned duties in a timely manner</p> <p>Provides accurate and culturally appropriate resources to all stakeholders</p> <p>Health promotion events are of high quality and meet the needs of Aboriginal and Torres Strait Islander clients, evidenced by client survey results</p>



<p>Administration</p> <ul style="list-style-type: none"> • Assist in maintaining the PIRS (Communicare) in accordance with the organisational requirements and client records • Prepare written monthly reports for line manager of work undertaken • Maintain and provide relevant information and data for the development of submissions to governments for the development of programs • Ensure the accurate collecting and recording of patient demographics • Keep accurate, current case notes, statistics and other client records and files • Provide information and culturally appropriate resources to stakeholders 	<p>Accurate and current client information (including current case notes, statistics, other client records and files) maintained on the Patient Information Recall System Communicare</p> <p>Accurately completes paperwork and assigned duties in a timely manner</p>
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General Duties
<ul style="list-style-type: none"> • Maintain a friendly and approachable attitude towards clients and staff • Develop and maintain effective relationships with other Aboriginal community controlled services in the region, key external stakeholders and service providers • Maintain clean and professional appearance • Respect all equipment and property and use with care to avoid unnecessary damage • Attend meetings, internal and external training to further develop and maintain skills, as required • Develop and maintain good working relationships with colleagues and clients to achieve a strong team philosophy within the organisation • Work collaboratively to exceed client expectations • Keep work areas tidy and clean • Participate in community events (weekends and after hours) when required • Support health promotion programs and the planning, implementation and evaluation of group activities • Contribute as required to maintenance of AGPAL and ISO:9001 accreditation status and reaccreditation process, where required • Other ad hoc duties, as required • Undertake the responsibilities of the position adhering to: <ul style="list-style-type: none"> ○ Equal opportunity and anti-discrimination legislation and requirements ○ Workplace Health and Safety (WHS) legislation and requirements ○ Legal requirements ○ Confidentiality agreement and client confidentiality ○ Code of conduct

Qualifications & Experience
<ul style="list-style-type: none"> • Minimum Qualification/ Certificate in IV Aboriginal and Torres Strait Islander Primary Health Care (Practice) • Current QLD Drivers license • Current First Aid Certificate or ability to obtain one • Current Working with Children Check “Blue Card” or ability to obtain one • Previous health services experience an advantage

Knowledge, Skills and Personal Attributes
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- Excellent interpersonal and communication skills with demonstrated ability to effectively communicate with Aboriginal and Torres Strait Islander and non- Aboriginal and Torres Strait Islander people
- High level skills in managing time, setting priorities, planning and organising own work to achieve specific tasks and set objectives efficiently and effectively within set timeframe
- Good computer skills including proficiency with Word, Excel and Outlook
- Displays high standard of customer service
- Ability to build relationships and network with a variety of culturally diverse organisations
- Ability to work in any location within Mamu Health Service’s service area when required
- Ability to comprehensively understand and abide by MHSL’s policies and procedures
- Ability to achieve and adhere to deadlines
- Well presented, enthusiastic, positive attitude, strong work ethic and willingness to learn
- Ability to exercise confidentiality and tact when dealing with sensitive issues
- A flexible approach to work with willingness and ability to demonstrate initiative and accept responsibility
- Exceptional teamwork skills and ability to work with minimal/no supervision
- Ability to follow directions

Approved by:		Date:	
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I have read the above Position Description and understand and accept the role requirements for the position of Community Liaison Officer.

Incumbent Signature:		Date:	
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Note: The above information on this position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.