

POSITION DESCRIPTION

POSITION DETAILS

Position Title:	Community Liaison Officer
Division:	Community Services
Reports To:	Community Services Manager
Responsible to:	General Manager
Location:	Head Office
Date:	July 2021

MAIN PURPOSE OF POSITION

The Community Liaison Officer is responsible for all client intake services at Co.As.It. – including face to face; telephone; email and online referrals via the My Aged Care Website.

KEY ROLES AND RESPONSIBILITIES

1. Provide a comprehensive intake service via face to face; telephone; email and online referrals via the My Aged Care Website
2. Undertake general assessment of clients and assist them to access services through referral and/or advocacy.
3. Support clients with My Aged Care referrals for assessment.
4. Regularly check, review and monitor My Aged Care referrals in a timely manner.
5. Provide information on Co.As.It. services and other external services where appropriate.
6. Make referrals to Co.As.It. programs after completing all intake related information.
7. To actively participate in the marketing and promotion of Co.As.It. services to the community.
8. Maintain close liaison with relevant government and non-government services, with particular emphasis on services targeting CALD communities.
9. To consistently apply Co.As.It. policies and procedures in daily work activities and demonstrate an understanding and commitment to EEO, WHS, confidentiality and privacy and to the principles for a culturally diverse society.

10. Any other matters that may arise from time to time which are relevant to the position and to the area of Community Services.
11. Consistently apply Co.As.It. policies and procedures in daily work activities and demonstrate an understanding and commitment to EEO, WHS, privacy and confidentiality and to the principles for a culturally diverse society.
12. Adhere to the philosophy, policies and procedures of the organisation.

KEY INTERNAL AND EXTERNAL RELATIONSHIPS

The Community Liaison Officer needs to build extensive networks and strong consultative relationships within the organisation as well as externally with other services.

These relationships include:

- General Manager ;
- The Co.As.It. Board of Directors, General Manager and management team;
- Staff within the Community Services Division;
- Staff across Co.As.It. generally to work collaboratively and exchange information;
- Public, community and Government agencies;
- Older people within the community;
- Co.As.It. Social Groups;
- Committees and conferences of government and other stakeholders.

DECISION MAKING

The position is fully accountable for the quality, integrity and accuracy of the advice provided and work performed.

Decisions that can be made by the position holder include:

- Day-to-day decisions relating to casework, intakes and referrals;
- Content of advice and information provided to the Community Services Manager.

Decisions that are referred to a supervisor include:

- Strategic decision about projects and establishing priority;

- Partnerships with external bodies;
- Any decision which will substantially alter the outcomes, timeframe or funding requirements of individual projects;
- Major policy issues or conflicts arising in the course of work;
- All expenditure;
- Matters requiring submission to the Board of Directors.

KEY PERFORMANCE CRITERIA

Broad indicators:

- To arrive at work on time and to advise manager/supervisor of lateness or absences as soon as practicable;
- To follow all procedures in relation to health and safety and to view the health and safety of others in the work place as paramount;
- To represent Co.As.It. positively;
- Manager/supervisor kept informed of key issues;
- High level cooperation with other staff, teams and divisions;

Position Specific indicators:

- To log on to My Aged Care website daily and follow up all referrals for Co.As.It.
- To respond to all enquiries within 24 hours.
- To document all communication and contacts made with clients/families/carers on the Community Services database.
- To support families with online referrals to My Aged Care.
- To provide relevant information and resources to families.
- To build and maintain strong relationships within the Community Services Division;
- To build and maintain strong external relationships to enable the program objectives;

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

- Degree in social work, social welfare or significant experience in a similar role in a community or aged care setting;
- Knowledge and understanding of the My Aged Care website.;

- Knowledge of the common physical, psychological and social issues affecting frail older people and people living with dementia;
- Demonstrated assessment skills;
- Demonstrated understanding of issues affecting older people from culturally diverse communities;
- Demonstrated understanding of issues affecting CALD communities in NSW
- Highly developed interpersonal and communication skills;
- Ability to meet deadlines on a daily basis and manage competing priorities and tasks;
- Well developed oral and written communication in English and Italian;
- Computer literacy;
- Current Drivers Licence;
- Capacity to work independently with minimal supervision and collaboratively in a team environment;
- Understanding of, and commitment to Workplace Health and Safety, Equal Employment Opportunity, ethical practices and the Ethnic Affairs Priority Statement.

VERIFICATION

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

POSITION HOLDER

Signature..... Date.....

SUPERVISOR

Signature..... Date.....