

Health Liaison Officer

Position Title: Health Liaison Officer
Classification: Health Professionals and Support Service Award
Reports to: Clinical Nurse Manager/Health Liaison Lead

About CPL

CPL – Choice, Passion, Life, part of the CPL Group, is the leading provider of integrated support, therapy and advice for people living with a disability in Queensland and Northern New South Wales, and their families. We work with our clients at every stage of their lives. We deliver the very best support, guidance, technology and understanding possible, so people can achieve the things that matter the most to them. We know that given the right opportunities, people can grow beyond expectations and create amazing lives. It's why we refuse to compromise in chasing the best lives for our clients, and ourselves.

Our Vision

An inclusive society for all people.

Our Purpose

To provide services for people with disability so they can lead the life they choose.

Our Difference

Our attitude is what makes us different. We're hopeful, determinedly enthusiastic and down-to-earth. When it comes to disability, we know one size does not fit all, which is why the CPL team ensure every effort is made to accommodate individual goals and needs.

Our Values

Our values are a promise. A promise of how we will work with each other and with our clients, make decisions and choose to act.

Be Here

At CPL Group, we love what we do and it shows in the way we choose to "Be here", contribute our expertise, our time, our energy and our ideas to make a difference. We always work to the best of our abilities to deliver quality services and support, holding ourselves accountable for our behaviours, action and delivering on our commitments.

Connect

Having genuine connections with others is what we're all about at CPL Group. We value relationships, we work respectfully, and we always aim to add value in our interactions and find positive win/win solutions.

Tune in

Everyone has individual needs and may need different solutions; we recognise and respect this at CPL Group. Tuning in means we listen to understand and ask questions for clarity, before we act, which we do with empathy and care.

Grow

There's always more we can do, which is why we strive for improvement and excellence, continually looking to improve ourselves, our ways of working and the impact we create. We value opportunities to learn and develop because we know personal growth is achieved when we step outside our comfort zone.

Speak up

We are confident to speak up and share what we have to say at CPL Group. We communicate with respect and honesty, and raise issues so they can be resolved, particularly when it comes to the safety and wellbeing of ourselves and others.

Position Purpose

Work to ensure that our service delivery teams have the information and skills they need to support clients in the community through client liaison, hospital, specialist and health care team case conferencing support, guidance and education of our direct support teams, along with developing client health care plan documentation.

To assist to ensure that clients are linked into appropriate community health care services or professionals, and best clinical practices are maintained to meet the holistic health needs of the client.

To support continuous improvement in the business performance of the business area/service and effectively contribute towards achievement of the organisation's vision and purpose.

Key Responsibilities

- Develop, coordinate and review individual health care plans for people with complex disabilities and health care needs in consultation with the individual, their medical specialist and other relevant health care professionals.
- Review, develop and deliver training to provide theoretical and competency-based training appropriate for direct support workers, and in line with CPL Group scope of practice, policy and procedures.
- Ensure medication administration practices are in line with CPL Group scope of practice, policy and procedures, professional guidelines and quality standards.
- Collaborate with the wider HLO team to ensure medication and health procedures/guidelines and support plans are reflective of current best practice and can be easily understood by service delivery teams, clients and families.
- Attend specialist and complex health appointments when required.
- Provide clinical advice, resources, information and expertise to individuals and their service delivery teams.
- Liaise with hospital discharge teams, allied health professionals, support coordinators, and service delivery teams to ensure safe transition through significant health care change.
- Champion person-centred care practices, by ensuring that clients are offered the opportunity and encouraged in a positive manner to make their own decisions and choices about their lives and lifestyles.
- Support clients with informed health-related decision-making by ensuring that clients receive information on options as appropriate, and in the best way that is responsive to their individual circumstances.
- Work within and actively support a culture of continuous practice improvement.
- Undertakes other responsibilities as required and directed by manager or delegate.

Supplementary Responsibilities

- Embodies CPL Group values in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

Key Customers

- Liaises with clients and their families, external service providers, health care professionals, and other stakeholders as relevant.
- Liaises internally with staff at all levels of the organisation.
- Works closely with the CGU Training team and broader Clinical Practice Team.
- Works closely with the broader HLO team.
- Clinically supported by the Clinical Nurse Manager / Health Liaison Lead.
- Reports to the Clinical Nurse Manager / Health Liaison Lead.

Selection Criteria

Applicants must individually address the following criteria in writing to be considered for this position:

- Current AHPRA registration.
- Experience developing and implementing health care plans for individuals with a disability and/or complex needs, using effective written, verbal and interpersonal skills.
- Experience facilitating training sessions to groups in health related subjects, such as Medication, Epilepsy, PEG, bowel health etc.
- Demonstrated values and attitudes that reflect the organisation's philosophy and mission statement and enhance positive community values and attitudes, which include:
 - Ability to provide flexible and individualised support and services that are responsive to clients' circumstances and requirements.
 - Ability to promote a culture of collaborative support with Clients, Family members, staff and the community.
 - Ability to work within and promote a culture of continuous improvement.

Desired but not essential:

- Demonstrated experience in development and implementation of training packages related to the provision of health care.
- Cert IV in Training and Assessment.

Additional Requirements

These do not need to be addressed in selection criteria but must be included in application:

- Evidence of AHPRA registration.
- Current 'C' class driver's licence with regular access to vehicle.
- A Working with Children Check, Blue Card in Queensland, or a Working with Children Check in New South Wales.
- NDIS Worker Screening Check issued by the NDIS Quality and Safeguards Commission.