

POSITION DESCRIPTION

Position Title:	Client Liaison Officer
Department/Location:	Positive Directions
Employment Status (Full-time/part-time/casual):	Full Time, Part Time and Casual
Reports To:	State Coordinator
Direct Reports:	Nil
Key Relationship's/Interactions:	Internal: All Local Service Team Members
	External: Clients, External Service Providers

About Spiritus:

Our **Vision**

To create a more caring, just and inclusive society consistent with the teachings of Christ.

Our **Mission**

As a caring ministry of the Anglican Church we will:

- enrich people's lives through compassionate service and advocacy for social justice in partnership with communities and parishes;
- respond with innovation and courage to the needs of our community, especially those most at risk; and
- demonstrate a passionate and determined commitment to excel as leaders in quality caring service.

Our **Values**

Dignity: We accept, value, encourage and empower others to pursue their personal goals

Respect: We exhibit profound respect, integrity and humility in all our relationships

Care: We demonstrate thoughtful stewardship and take personal responsibility in all we do

Joy: We actively embrace opportunities to share, and experience, hope and happiness

Our **Environment**

Spiritus is an Anglican not-for-profit organisation providing caring and supportive services in partnership with government and other support organisations, to respond to identified needs in our community.

Spiritus is committed to enacting a Christian response to social and community welfare issues and aged and community care needs, particularly with respect to disadvantaged members of the community. Whilst serving the community as a whole we value and respect the needs, rights and personal choices of the individual.

Spiritus is the name for all services operating within the Anglican Community Services which was formed by the combination of St Luke's Nursing Service, Anglican Care of the Aged and Anglicare Southern Queensland.

The Anglican Community Services Commission (ACSC) operates under a Diocesan Governance Canon defining its role in terms of Corporate Governance, Strategic Direction of the organisation and the regulation of Management, and reports to the Archbishop in council. The Canon authorises the ACSC to operate in the areas of community welfare, social justice, health, aged and community care.

All Spiritus services are enhanced and supported by a centralised Shared Services structure.

Position Statement / Overall Purpose:

The Client Liaison Officer position's major responsibility is to address the broader social determinants of health for people living with HIV/AIDS (PLWHA).

The Client Liaison Officer is responsible for liaising with PLWHA and service providers on psychosocial issues based on person-centered principles, in consultation with the Care Coordinator and the Positive Direction Support Team to ensure best practice service delivery.

The Client Liaison Officer works in accordance with the values of Spiritus and will support core business by providing guidance and advice within this positions specialty area.

Education and Experience:

Essential:

- Diploma in Community Services or equivalent.

Desired:

- Experience within a community services, not for profit or similar organisation.

Key Selection Criteria:

1. Possession of Diploma in Community Services or equivalent.
2. Understanding and sensitivity to treatment, care, support and information issues relating to people living with HIV/AIDS.
3. Possession of a current Queensland Drivers' Licence.
4. Eligible to apply for and receive a Police Certificate if not a current card holder.
5. Ability to work effectively, respectfully and collegially in a team environment.
6. Demonstrated health related advocacy, referral and conflict resolution skills, including the ability to negotiate between individuals, committees and organisations whilst maintaining professional boundaries.
7. Proven ability to work independently whilst demonstrating behaviours consistent with Spiritus Values and Mission.

Key Position Responsibilities:

1. Life Skills Development

a. Social Support

The Client Liaison Officer is responsible to assist the client in self determination and in the development of their own social networks.

- Assist clients to self determine and to develop their own social networks.
- Use person-centered principles to identify strategies most appropriate to minimise social isolation.
- Refer clients to appropriate social supports and/or service providers.

b. Emotional Support

The Client Liaison Officer is responsible to assist the client in self determination and to assist clients to develop their own emotional support networks

- Use person-centered principles to identify strategies most appropriate to provide emotional support networks.
- Assist clients with interim emotional support depending on referral implementation.
- Refer clients to relevant service providers for long term emotional support.

c. Transport

The Client Liaison Officer is responsible to identify local transport options and to liaise with the client to source these options.

- Source local transport options to assist with client transportation.
- Follow the Volunteer transport procedure to assist with client transportation.
- If suitable in the circumstances the Client Liaison Officer and/or CC can provide transport.

d. Advocacy (Internal and External)

The Client Liaison Officer in collaboration with PLWHA (and other agencies) will advocate on HIV specific issues where these issues are impacting upon the clients HIV related health, in areas such as:

- Housing
- Legal
- Financial
- Personal
- Service Providers
- Employment
- Discrimination
- Breach of Confidentiality

e. Education

The Client Liaison Officer will, as appropriate and practicable, work collaboratively with other PD staff members and other service providers in promoting education opportunities, presenting material and leading discussion groups.

(i) Education (internal)

- The Client Liaison Officer is responsible for identifying education opportunities and promoting these to Positive Directions clients.
- The Client Liaison Officer will work with other service providers to address educational needs identified by PLWHA.

(ii) Education (external)

The Client Liaison Officer is responsible for providing education opportunities, following the principles of Adult Education and Community Development, for:

- Service providers
- Correctional service staff
- PD and Spiritus staff members

In relation to:

- The service provided by Positive Directions
- Resources and Information
- Psychosocial issues for PLWHA, etc.

2. **Administration**

The Client Liaison Officer is required to complete administration responsibilities relevant to the position, this will include completing:

- Client assessment, including the Psychosocial Profile
- Daily Activity Sheet and
- Completion of:
 - ✓ Progress notes
 - ✓ Maintain clients chart in accordance with Spiritus Policies and Procedures
 - ✓ Care Plan
 - ✓ Complete funding applications for the Client Care Fund
 - ✓ C/Coordination forms

And undertaking:

- Supervision activities
- CC& CLO client care coordination

And attending:

- Staff meetings

3. **Networking**

The Client Liaison Officer in consultation with other staff members, including the Resource Coordinator, is required to maintain and develop networks relevant to the positions requirements. This responsibility includes:

- Maintaining current networking by regularly communicating and liaising with relevant stakeholders.
- Promoting networking opportunities within the PD team structure.
- Notifying the Resource Coordinator of the networking details

4. **Referral**

a. **Referral (internal)**

The Client Liaison Officer is responsible for enabling the client to be referred to appropriate service providers who have an understanding of issues related to PLWHA, including:

- Medical issues
- Dietary issues
- Mental Health
- Resources

b. **(Referral external)**

The Client Liaison Officer is responsible for enabling the client to be referred to appropriate service providers who have an understanding of issues related to PLWHA, including

- Housing
- Financial
- Legal
- Peer Support groups
- Social Support
- Emotional support
- Employment / Financial issues

5. Volunteer Coordination

Where appropriate the Client Liaison Officer is responsible for the PD Volunteer coordination in consultation with the State Coordinator and will undertake the following activities, in order to support the volunteer programs:

- Carry out a Volunteer audit as part of program evaluation activity
 - Promote the Volunteer program
 - Assist in recruitment of volunteers, including interviewing
 - Train Volunteers
 - Supervise Volunteers
 - Undertake Matching activities
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- Assist with skills development of volunteers
 - Participate in Contract agreements
 - Facilitation of the activities of the volunteer
 - Ensure activities of the volunteers occurs in a safe manner in accordance with WH&S policies and guidelines.

6. Client Skills Development

The Client Liaison Officer in collaboration with PLWHA will identify the life skills required by PLWHA to enhance and improve personal abilities with life skills development. Responsibilities include:

- Negotiation with other agencies, including QPP, to provide skills development opportunities.
- Maintaining an up to date knowledge around psychosocial and health issues which impact upon PLWHA
- Enhancing and improving personal abilities by assisting with skills development in the following areas:
 - Communication
 - Self-Advocacy
 - Loss & grief
 - Anger Management
 - Self-identity
 - Self esteem
 - Relationships
 - Social Interactions
 - Employment
 - Budget Management
 - Negotiation

7. Client Liaison Skills Development

The Client Liaison Officer is required to identify skills development opportunities in consultation with the State Coordinator to enable best practice required for this position.

- Maintain extensive knowledge of and sensitivity to marginalised groups, including LGBT, PLWHA, CALD and Indigenous communities.
- Maintain knowledge of HIV medication side-effects.

Other Duties

- Undertake own work practices in a safe manner and comply with the instructions given for workplace health and safety within Spiritus' Policies and Procedures.
- Undertake educational activities to maintain and enhance work related skills and knowledge.
- Not during or after employment disclose information relating to clients and staff of Spiritus or damage the reputation, viability or profitability of the Spiritus' services.
- Work in collaboration with other team members

Delegation of Authority:

Nil

Changes to this position description:

Your responsibilities also extend to any tasks outlined on a duties list, or any other tasks delegated to you by your manager/supervisor, provided that those new job requirements are safe, efficient, logical and legal.