

POSITION DESCRIPTION

Client Liaison Officer (Rostering Officer)

OVERVIEW

Program:	Homecare
Reports to:	Manager, Homecare
Supervise:	Nil
Date of Last Review:	September 2019
Classification:	Homecare Employee Level 4 Sacred Heart Mission Enterprise Agreement 2018 or subsequent Agreements
Victorian Portable Long Service Benefits Scheme	This role has been deemed ineligible to participate in Scheme

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

Sacred Heart Mission (SHM) is made up of four Divisions, Client Services, People and Strategy, Business Development and Business Services.

Sacred Heart Mission's Client Services Division is made up of two areas; Service Hubs and Individualised Planned Support, and Ongoing Support. Our Ongoing Support area includes Sacred Heart Community (residential care facility), Sacred Heart Local (home-care and NDIS services) and the Rooming House Plus Program (residential and case management). These programs are specifically targeted at people who are homeless, at risk of homelessness and/or socially disadvantaged.

Sacred Heart Local (SHL) is an in-home support program delivering homecare and disability services specifically tailored for people who are at risk of homelessness and/or have complex needs. These include significant financial disadvantage, mental health, social isolation and cognitive impairment. SHL deliver accessible, responsive, evidence informed and innovative services with this client group to safely maintain their familiar environment for as long as possible, and foster independence where possible.

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SHL provides support primarily via three different sections: Commonwealth Home Support Program, Home Care Packages and National Disability Insurance Scheme. The incumbent will work within all these Programs.

PURPOSE OF THE POSITION

The Client Liaison Officer is responsible for implementing the rostering and administration responsibilities associated with delivery of NDIS, CHSP, and Homecare packages to clients within the Sacred Heart Local program. The role will ensure that SHM's Homecare and In-Home Services Program provides the highest quality, effective and caring service to care recipient in accordance with the values, legislative and funding requirements.

KEY RESPONSIBILITIES

Accountability	Major Activities
Clients	<ul style="list-style-type: none"> • Establish and maintain electronic client files and associated forms via our client management system • Conduct phone introductions with all new clients as the main contact point for the provision of services to clients • Assist with all client queries, inclusive of all appointment, scheduling and meal orders
Administration	<ul style="list-style-type: none"> • Attend to incoming calls, and dealing with roster changes or take messages for other staff • Confirmations, cancellations and changes to client visits. • Attend to the telephone answering machine at the beginning of each day. • Maintain the office environment and ensure it is conducive to clients, and staff needs
Staff	<ul style="list-style-type: none"> • Maintain the daily roster of all support staff in line with client care plans • Confirm staff shifts in payroll system • Work with Staff and Volunteers in accordance with the values of the organization, and the staff values
Organisational	<ul style="list-style-type: none"> • Contribute to the maintenance of Accreditation of the Sacred Heart Local Program • Ensure a welcoming environment for clients, staff and external service providers

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	<ul style="list-style-type: none"> • Participate in staff meetings, program planning, professional development sessions and staff training as required • Contribute to a workplace environment that supports peers, develops teamwork and ensures the provision of quality services for Mission clients.
OH&S	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

MANDATORY REQUIREMENTS

- A current Criminal Records Check
- A current Disability Worker Exclusion Scheme check

KEY SELECTION CRITERIA

- Previous experience in rostering in a Client Management System database such as TCM, Carelink etc.
- Previous experience of providing administrative support including responding to queries, record keeping, and attending to phone calls.
- Proficient in MS Office applications
- Good written and verbal communication skills
- Good organisational skills and attention to detail
- Alignment with Sacred Heart Mission Values

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APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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