

Position Description

Position title:	Client and Family Experience Officer
Salary:	TRP \$104,006 per annum including superannuation, and the estimated benefit of full optional salary packaging Cash Salary - \$85,625 per annum Superannuation 10% of cash salary Gross value of full benefit of optional salary packaging - up to \$9,818
Classification:	Grade 4 (HS4)
Award:	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018 – 2022
Hours:	76 hours per fortnight (or 80 per fortnight with an ADO every 4 weeks)
Position tenure:	Permanent
Employee benefits:	<ul style="list-style-type: none"> • Option of monthly ADO • Access to discounted private health insurance • Salary Packaging (including novated leasing) • Health and Wellness Guidance and Activities
Location:	[Negotiable location across Eastern Melbourne and Gippsland.
Reports to:	Manager Business Development
Program:	Business Development, Innovation & Strategy

Why choose this role at Latrobe Community Health Service?

At Latrobe Community Health Service you'll be part of a positive and passionate workplace.

We're dedicated to providing you with career opportunities through work that is rewarding and meaningful within the community.

You'll enjoy an environment where new ideas and initiatives are welcomed and supported. You'll have opportunities to implement new ideas and gain the satisfaction and sense of ownership from seeing them deliver results.

Our focus on continual improvement around internal processes, structures and technology – as we continue to grow quickly – means the ideas and efforts of our corporate professionals are important and valued.

You can learn more about Latrobe Community Health Service at www.lchs.com.au/careers

Scope of role

Latrobe Community Health Service requires a client-focused person to lead the development, implementation and evaluation of its new Client and Family Advisory Council (CFAC).

The Client and Family Experience Officer shall work collaboratively with clients and staff of Latrobe Community Health Service to assess our clients' experiences and create change at all levels of the organisation.

The main objective of the Client and Family Experience Officer is to establish and manage the CFAC and support a culture of service excellence, client experience and co-design across the organisation. The Client and Family Experience Officer will have the responsibility for bringing our clients voice to all we do and continually improving the overall experience of clients and families.

Key objectives, duties and responsibilities

Establish the Client and Family Experience Council

- Determine the scope and Terms of Reference (TORs) for the CFAC.
- Confirm the scope and basis for the use of CFAC members within LCHS.
- Define role of CFAC members.
- Establish the processes and procedures that will facilitate sustained engagement of CFAC members.
- Develop an implementation plan and oversee implementation of CFAC process from point of 'go live' to business as usual.

Recruitment and management of CFAC members

- Develop a communication plan to engage CFAC members and staff.
- Develop and implement a plan for the recruitment, induction and training of CFAC members.
- Ongoing recruitment and engagement of CFAC members to sustain the program.

Client and staff engagement

- Regular consultations with clients to capture and understand the client experience, e.g. focus groups and interviews.
- Facilitation of co-design workshops, which engage clients and staff in designing solutions together that address client experience gaps.
- Providing consultative support to leaders and staff on service excellence and client experience.
- Support the use of Latrobe Community Health Service's innovation system to address experience gaps.

Champion the use of data to improve client experience

- Collect customer experience data from a range of sources, analyse results and take appropriate improvement actions.
- Advocate for clients through the use of experience data.
- Report on CFAC activities across all levels of the organisation.

Selection criteria:

Applicants must address the selection criteria for consideration.

1. Proven success in implementing client engagement strategies.
2. Experienced facilitator with strong working knowledge of the principles of co-design and the ability to facilitate inter-professional teams and build consensus.
3. Demonstrated communication and influencing skills, including the ability to liaise and negotiate with a broad range of stakeholders; including senior managers in other agencies; and internal and external stakeholders, and high level written communication skills including the ability to produce quality documents for a range of audiences.
4. Demonstrated experience in the management of complex and concurrent projects.
5. Demonstrated research, analytical and problem solving skills, including the capacity to think strategically and exercise sound judgement to identify priority issues for attention and develop acceptable solutions within a service delivery environment.
6. Demonstrated ability to plan, organise and prioritise workload within timeframes, to coordinate the outputs of others and to deliver results

Job requirements:

Applicants must meet the following job requirements:

Mandatory

1. Relevant tertiary qualifications or equivalent in community development, business, health administration and / or innovation.
2. Two to three years' experience in a client focused / engagement role.
3. Current state driver licence.

Desirable

1. Relevant tertiary qualifications or experience in project management, organisational development, change management and / or customer experience.
2. Health services sector experience.
3. Experience managing volunteer or membership associations.

Organisation Requirements

1. Latrobe Community Health Service complies with infectious disease control and immunisation requirements under legislation. This position is classified as a **Health Care Worker C** and is exempt from immunisation status requirements.
2. Latrobe Community Health Service is a child-safe organisation. The successful applicant will be required to undergo a satisfactory criminal record check from the Australian Federal Police or country of residence.
3. MARAM Tier 4
 - ≡ Uses information gained through respectful, sensitive and safe engagement with services users to identify and manage risk associated with family violence for women and any accompanying children.
 - ≡ Contributes to information sharing with other services (as permitted by the Victorian Child Safety Information Sharing Scheme and Family Violence Information Sharing Scheme) in order to assess and manage risk of family violence or promote the wellbeing or safety of children.

4. Prior to appointment, a police record check will be undertaken. This will be updated every three years.
5. Prior to appointment, credentialing documentation must be completed and verified.
6. Prior to appointment, preferred applicants must disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.
7. This Position Description and Letter of Agreement will be reviewed from time to time in keeping with changing requirements.

We are a diverse and inclusive workplace. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds and identities, LGBTIQ+ people, people with a lived experience of disability and service personnel and their families, to name a few. We will make reasonable adjustments when required.

Approved (Job title):	Executive Director Corporate Services
Date:	July 2021

Incumbent statement

I have read, understand and accept the Position Description and this Position Description Attachment

Incumbent's Name: _____

Incumbent's Signature: _____

Date: / /