

Position Description

Position Title	COVID Isolation Support
Position Number	New position
Position Status	
Program Area	COVID Response Cluster, Services Network
Award/Agreement/ Classification	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018 – 2022, Clerical Worker
Grade	Grade C, Year 5
Reports To	COVID

cohealth is one of Australia's largest community health organisations delivering a range of health and support services across Melbourne's CBD, northern and western suburbs.

cohealth's mission is to strengthen community and make a difference to the lives and wellbeing of people, particularly of those who experience stigma and the risk of marginalisation. We create impact through a powerful combination of advocacy, innovation in service delivery, and partnership with consumers, communities and other stakeholders.

With over 30 sites cohealth provides a range of vital local health and support services including medical, dental, allied health, mental health, and counselling, and many specialist health services. More information about cohealth is available on our website www.cohealth.org.au.

Staff enjoy being part of a supportive environment with strong leadership and a collegiate and communicative approach. A not for profit organisation built on strong values, cohealth's commitment to all staff and volunteers is to ensure a positive and supportive work environment.

As part of strategy, cohealth is growing its profit-for-purpose businesses. Profit from these enterprises supports mission driven initiatives.

cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.

Owner	Reviewed/Approved by xxx Date:
Scheduled review:	Document Number: 1

Position summary

This position sits within the Covid Response Team and is a key role in the provision of care needs of community members who are in isolation (as determined by the DOH). The COVID Isolation Support provides support regarding self-isolation queries, maintaining health and wellbeing, organising delivery of medication / food / general supplies. Provide information of relevant community services. Escalating all medical and social welfare screening requirements.

All contact with clients is via telephone.

Position Responsibilities

- Screening clients (using developed scripts and questionnaires) to assess/determine their social situation and risk factors needing attending with a particular focus on quarantine needs;
- Collate all medication / food / general supplies requests and escalating through the internal processes for order/delivery;
- Connect COVID positive clients to council and independent agencies as required, such as support services relating to food, housing, family violence, alcohol and other drugs;
- Use telephone interpretation when appropriate
- Ensures precise and timely documentation of client information and data collection;
- Escalate complex clients to team leader for guidance and more complex support needs;
- Carry out duties in a manner that does not adversely affect their own health and safety of others by reporting all incidents as well as cooperating with any measures introduced in the workplace to improve Work Health & Safety (WHS);
- Comply and adhere to all cohealth policies and procedures including code of conduct and values;
- Undertake special projects or tasks as required; and
- Perform all other duties as directed, within the limits of skills, competence and training to maximise flexibility and effectiveness.

Position Requirements (qualifications, skills, knowledge and attributes)

- Current Working with Children Check.
- Computer and word processing skills.
- Covid Response Teams operates 7 days per week with shift hours varying depending on service need, incumbents will be required to participate in shifts as rostered

Key Selection Criteria

- Ability to manage within the directed health screening script
- Ability to use client management database
- Ability to source and provide information of other care agencies if required
- Good communications skills with clients over the telephone

Owner	Reviewed/Approved by xxx Date:
Scheduled review:	Document Number: 1

- A person who can be adaptable to changing situations and dependable in terms of commitment and attendance

Additional Information

1. cohealth is an equal opportunity employer.
2. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.
3. This position is based at Footscray but will be required to work across sites.
4. cohealth is a child safe organisation and employment is subject to the satisfactory completion of a Police Record Check and Working with Children Check.
5. In the context of occupational health and safety all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve OH&S.
6. Salary packaging is available to all fixed term and permanent staff.

Relationship to Performance Development and Review Plan

This position description operates in conjunction with and forms part of the relevant individual Performance Development Review Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis

Our Principles

Our work is informed by human rights based principles which include:

Participation: We work to improve access to our services by creating opportunities for active and meaningful participation.

Accountability: We have strong systems that are open and transparent, and we actively encourage and respond to feedback.

Non-discrimination and attention to vulnerable groups: We work with the most disadvantaged people to improve their health and wellbeing.

Empowerment: We work alongside a strong and well-connected community that is supported to have a voice.

Linking practice to human rights standards: Our work promotes and protects the rights of staff, consumers and the wider community.

We require all employees to perform in a way that is in line with these principles.

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