



Position Description

Position Title: Health Liaison Officer
Classification: Non-Award (entitled to Ex Gratia Leave)
Reports To: Health Liaison Officer Team Leader

About CPL

CPL – Choice, Passion, Life is a non-profit organisation that provides vital support and services to more than 8,000 children and adults with disabilities in Queensland and Northern NSW.

We give our clients the freedom of **choice**, the opportunity to chase their **passion** and the support to live the **life** they choose. CPL provides services every day, at every stage of life and have been doing so for over 65 years in thousands of homes, schools, communities and workplaces.

Our Vision

An inclusive society for all people.

Our Purpose

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

Our Difference

We have been working in your community for over 65 years. We have the expertise to deliver services to people of all ages with all levels of physical disability. We will work with you and your loved ones to maximise your independence so you can live the life you choose in your community.

The CPL Way

We are a business with a heart. Our values of client focus, respect, inclusion, integrity, excellence and courage drive us to:

- Understand the person
- Give great service
- Work together
- Find better ways

We embody The CPL Way in our daily work life by:

- Demonstrating **understand the person** by asking open questions, knowing other's strengths and how to use them, appreciating other's deliverables and stressors, reserving judgement and focusing on understanding.
- Demonstrating **give great service** by asking questions to clarify outcomes to be achieved and by providing options to achieve those outcomes. Identifying expected impacts of any change on internal and external clients and by focusing on how we make this happen safely and effectively.
- Demonstrating **work together** by actively seeking out information, respecting the stage of the process, looking for ways to help and enhance outcomes and understanding what others are trying to achieve.
- Demonstrating **find better ways** by talking through issues respectfully, involving clients in identifying issues and designing solutions, looking beyond the sector and Australia for solutions, challenging the status quo and making it easier for clients and staff.

06.03.06.103.03	Effective: August 2019	Page 1 of 3	ISO9001
Approved by: PLC Manager	- Uncontrolled when printed -	Review Date: August 2021	



Position Description

Position Purpose

To provide health care assessment, planning, training and health education to Clients and Personal Care Assistants in order to optimise the provision of health care and lifestyle supports to people with disabilities and complex health care needs, who reside in the community. To support continuous improvement in the business performance of CPL 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 Personal Care Assistants and in line with CPL policy and procedures.
- Ensure medication administration practices are in line with CPL policy and procedures and within professional guidelines.
- Ensure clinical procedures/guidelines and support plans are reflective of current practice and can be accessed by clients, families, and Personal Care Assistants within the client's homes.
- Attend specialist and complex health appointments when required.
- Provide clinical advice, resources, information and expertise to individuals and their Personal Care Assistants.
- Liaise with hospital discharge teams, allied health professionals, coordinators, and personal care staff to ensure safe transition through significant health care change.
- Ensure that on all matters individuals 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 the Health Liaison Officer Team Leader.

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 job 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 role.

06.03.06.103.03	Effective: August 2019	Page 2 of 3	ISO9001
Approved by: PLC Manager	- Uncontrolled when printed -	Review Date: August 2021	



Position Description

Supplementary Responsibilities

- Embodies The CPL Way 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 CPL staff, clients and their families, external service providers and Health Care Professionals
- Reports to Health Liaison Officer Team Leader

Selection Criteria

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

- Current Registration with Queensland Nursing Council as a Registered Nurse.
- Experience facilitating training sessions to groups in health related subjects, such as Medication, Epilepsy, PEG, bowel health ETC.
- Experience developing and implement health care plans for individuals with a disability and/or complex needs, using effective written, verbal and interpersonal skills.
- 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 with the Nursing and Midwifery Board of Australia
- Current 'C' class driver's licence.

06.03.06.103.03	Effective: August 2019	Page 3 of 3	ISO9001
Approved by: PLC Manager	- Uncontrolled when printed -	Review Date: August 2021	