



JOB DESCRIPTION FORM

Section 1 – POSITION IDENTIFICATION

WA Country Health Service		Position No:	615512
Division:	South West	Title:	Aged Care Liaison Officer OPI
Branch: SW Regional Aged Care		Classification:	HSO Level G-5
Section:	Aged Care Assessment Team	Award/Agreement	Health Salaried Officers Agreement

Section 2 – POSITION RELATIONSHIPS

Responsible To	Title: Manager Aged Care Classification: HSO Level G-9 Position No: 613253
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OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

Title

Responsible To	Title: Coordinator Older Patients Initiative Classification: HSO Level P-2 Position No: 613279
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This Position	Title: Aged Care Liaison Officer OPI Classification: HSO Level G-5 Position No: 615512
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Positions under direct supervision:	← Other positions under control:	
Position No. Title Nil	Category	Number

Section 3 – KEY RESPONSIBILITIES

Liaises and negotiates with older frail clients, carers, their families and health professionals to provide appropriate assessment and follow up.

Assist with the implementation of the age friendly principles and practices to assure a high standard of service delivery for older patients across the aged care continuum.

**WA Country Health Service
South West**

12 May 2021

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The WA Country Health Service (WACHS) is the largest country health system in Australia and one of the biggest in the world, providing health services to over half a million people, including over 50,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle almost as many births as the State's major maternity hospital – and 40% of the State's emergency presentations. The range of health services provided include acute inpatient and emergency care, population and public health, mental health, Aboriginal health, aged care and includes increasing number of services provided by telehealth video-conferencing.

Our dedicated and committed staff work hard to fulfil our vision of Healthier country communities through partnerships and innovation, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

OUR MISSION

To deliver and advance high quality care for country WA communities

OUR VISION

To be a global leader in rural and remote healthcare

OUR STRATEGIC PRIORITIES

Caring for our patients - Providing safe, patient-centred care, ensuring the needs of our patients are at the core of everything we do

Addressing disadvantage and inequity - Delivering focussed and accessible services for those who need it most

Building healthy, thriving communities - Supporting country people to be as healthy as they can be and continuing to play our part in the economic and social viability of country communities

Delivering value and sustainability - Ensuring that the services we provide are sustainable and we are transparent about our performance

Enabling our staff - Supporting our staff to deliver great care, empowering them to learn, grow, innovate and lead

Leading innovation and technology - Embracing innovation and technology to create a safer, more connected and equitable health system

Collaborating with our partners - Partnering to deliver more integrated services that improve patient outcomes and experience, giving consumers more choice and control

OUR VALUES

Community – We live and work in country communities. We are invested in the health, wellness and viability of country communities and the vibrancy, diversity and future of country WA.

Compassion – We are inclusive, respectful, and considerate. We care deeply about the people in our care and country communities.

Quality – We provide safe, high-quality care, constantly striving to innovate, improve and achieve trust in our care.

Integrity – We bring honesty, collaboration and professionalism to everything that we do.

Equity – We are passionate about fairness in healthcare for all Western Australians, especially the most vulnerable and disadvantaged people and communities.

Curiosity – We continually enquire and seek to understand, using the best evidence, insight and research to improve care

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Section 4 – STATEMENT OF DUTIES

Duty No.	Details	Freq.	%
1.0	CLINICAL – Under the supervision of a Health Care Professional		
1.1	Works as part of the Aged Care Unit to provide high quality care coordination, health promotion, information and support to older people.	D	70
1.2	Provides clinical assessment of clients within the guidelines of Aged Care programs and assists with care coordination and developing plan of care for complex care clients.		
1.3	Uses appropriate clinical skills within scope of practice to identify and monitor health issues and advise and/or refer to the appropriate health provider.		
1.4	Provides health consultation, chronic disease management and education to client and their carer using self-management principles.		
1.5	Participates in planning for effective and timely discharge from hospital.		
1.6	Actively encourages and supports clients and families to engage in activities which maximise health gain such as attending scheduled appointments and treatments.		
1.7	Assist with the delivery of education sessions if the promotion of the Aged Friendly Principles and Practices across the region.		
2.0	QUALITY	D	5
2.1	Provides consultation, liaison and support to community service providers regarding the planning and coordination for ongoing care for older patients.		
2.2	Maintains client information records and provides feedback to key stakeholders as required.		
2.3	Assists in the ongoing review of the assessment, management and coordination systems for older patients, focusing on delivery of high quality service and positive outcomes for clients and their carers.		
3.0	COMMUNICATION	D	15
3.1	Prioritises “at risk” clients and conducts comprehensive follow up where indicated		
3.2	Maintains effective working relationships with the emergency department, community service providers and regional healthcare staff to assist with the implementation of best practice aged care guidelines and promotion of the OPI risk screening.		
3.3	Provides clinical input and works collaboratively with health service providers, community groups, consumers and carers to improve the journey across the aged care continuum for older patients.		
3.4	Participates in inpatient and outpatient multidisciplinary and interagency team meetings and conducts home visits as required.		
3.5	Acts as a cultural advocate for clients and carers.		
4.0	PLANNING	W	5
4.1	Responsible for reporting any aged care issues across the continuum to the OPI Coordinator.		
4.2	Ensures planning and implementation of aged care programs that are culturally appropriate for the Aboriginal Torres Strait Islander and the Culturally and Linguistically Diverse Background (CALDB) population.		
5.0	OTHER	R	5
5.1	Participates in education and professional development to maintain current knowledge and skills.		
5.2	Participates in provision of in-service and other education programs promoting the principles and practices of care for the elderly for staff and consumers.		
5.3	Undertakes other duties as directed by the Manager Aged Care.		
	<i>The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest achievement level in Equal Employment Opportunity, Occupational Safety & Health, Public Sector Standards, Code of Conduct, Code of Ethics, Quality Improvement, Performance Management, Customer Focus, Disability Services Act and Confidentiality throughout the course of their duties.</i>		

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Section 5 – SELECTION CRITERIA

ESSENTIAL

1. Demonstrated clinical knowledge or clinical background in aged care, including knowledge of medical, emotional, behavioural and psychological factors that impact on an older person's health and wellbeing.
2. Demonstrated experience in assessment and client centred care planning of aged clients across the age care continuum including identification of risk factors and initiating appropriate interventions
3. Demonstrated experience in liaison, collaboration and consultation with clients, carers, their families and health professionals across the aged care continuum
4. Sound understanding of resources and programs available to assist an older person living in the community
5. Well-developed written and verbal communication skills including computer literacy
6. Demonstrated ability to effectively prioritise, plan and organise own workload
7. Demonstrated ability to actively participate in an interdisciplinary team and to work as an effective team member.
8. Eligible for / or in possession of a current C or C-A Class drivers' licence.

DESIRABLE

1. Relevant qualification in a clinical field and/or registration as a health professional in a relevant field.
2. Knowledge of aboriginal culture and impact on health outcomes.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Section 6 – APPOINTMENT FACTORS

Location	South West	Accommodation	As determined by the WA Country Health Service Policy
Allowances/ Appointment Conditions	Appointment is subject to: <ul style="list-style-type: none"> • Provision of the minimum identity proofing requirements. • Successful Pre- Employment Health Assessment. • Successful WA Health Integrity Check. • Successful Aged Care Criminal Records Screening clearance • Evidence of a current C or C-A class driver's licence and ability to travel within the region. 		
Specialised equipment operated			

Section 7 – CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Signature and Date: _____/_____/_____
Manager

Signature and Date: _____/_____/_____
Regional Director

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name	Signature	Date Appointed	Date Signed

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