

Position Description

Position Title	Consumer and Community Liaison
Division	Primary Health: COVID Program
Classification Grade and Level	Allied Health Assistant Grade 2 \$56, 869.28 PA
Enterprise Agreement / Award	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018 - 2022
Employment Terms	Full Time, Fixed Term 4-6 months
Reports To	Consumer Engagement Lead
Ordinary Location	23 Lennox Street, Richmond
Vaccination Status	Current and compliant with the Victorian Health Care

Organisation Profile

North Richmond Community Health (NRCH) is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs, and improving their quality of life.

NRCH provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Website Information: www.nrch.com.au

Position Purpose

The Consumer and Community Liaison role is part of the COVID High Risk Accommodation Response (HRAR) Project at NRCH. The purpose of this role is to connect with local community residents under the guidance of the Consumer Engagement Lead to assist in delivering key COVID-19 health messages, seeking resident input and feedback which will facilitate their access to appropriate health and support services.

This position will assist in the roll out of key activities and strategies designed to connect with local community, which are culturally safe and appropriate; accessible; and meet the identified needs of local communities within the designated catchment area for this project.

The Consumer and Community Liaison will be a member of local community residing in community housing within the City of Yarra, with demonstrated ability to lead within, and connect with their local communities. They will provide unique insights into the needs of local community in the COVID-19 context. They will demonstrate good communication skills, and a willingness to develop their experience in consumer participation and codesign frameworks.

Key Responsibilities/Skills

Community Engagement

- Under the guidance of the Consumer Engagement Lead, facilitate broad ranging community engagement and connections within local community groups and individuals residing in community housing across the Richmond and Burnley catchment.
- Further engage with community members of culturally and linguistically diverse (CALD) backgrounds, so as to ensure their needs are understood, communicated effectively, and information provided is clear, understood and supports their health and wellbeing in the COVID-19 response.
- Participate in consumer and community representative committees or groups.
- Provide valuable insights into the needs of diverse groups within the local community, ensuring that minority groups are advocated for.
- Provide a contact point for residents within the catchment area seeking inputs and feedback in response to COVID 19 and the High Risk Accommodation Response Project

Community Participation

- Work with the HRAR NRCH Team to ensure community participation is enhanced.
- Utilise existing positive relationships with diverse communities within the designated catchment to ensure their needs are met.
- Support minority groups within the community, to sure they are represented.

Health Promotion

- Assist in the identification and development of innovative health promotion activities for targeted communities.
- Provide insight into the most effective way to develop health promotion activities that are culturally appropriate and relevant to local community.

Key Capabilities

Communication:

- The ability to present information clearly and seek out the ideas and views of others.
- The capacity to communicate appropriately in a variety of settings, while being consistently professional.
- Be an exceptional listener and be able to represent the views of multiple stakeholders

Teamwork:

- The ability to collaborate with colleagues and community to seek solutions that are beneficial to all groups.

Interpersonal Relations:

- Understand the importance of fostering positive relationships with co-workers and relevant external organizations.
- Treat all people with dignity, respect and fairness.
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.

Client Focus:

- The ability to identify and respond to the needs of the community, residents, groups and individuals.

Personal:

- At all times, maintain a standard of conduct, reflective of the NRCH Code of Conduct, and those of relevant professional codes.

Qualifications

Desired	Public health related qualification
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Experience

Essential	<ul style="list-style-type: none"> • Resident of City of Yarra living in community/public housing.
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Essential Attributes	<ul style="list-style-type: none"> • Excellent communication skills with the ability to connect effectively with a diverse range of people to form trusted relationships
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Appointment is subject to:

- Successful National Police Check and International Police Check, if applicable.
- Evidence of current Working with Children check

Physical Demands of the role:

- Sitting for long periods of time
- Frequent walking and moving through stairs in the building
- Ability to work in Moderate Stress;
- Ability to adapt to change in the work place;
- Working with clients who are distressed / Uncooperative / Unpredictable.

Internal Training Requirements

Topic	Timeframe for completion
NRCH Code of Conduct	1 months
Cultural Competency	1 months
Hand Hygiene	1 months
Occupational Health and Safety	1 months
Aboriginal Cultural Safety	1 months

All NRCH appointments must:

- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse contact 000.
- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to NRCH infection control policies and procedures.

- Present for work on time, and follow notification guidelines when ill or late for work or applying for leave.
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact Senior Project Lead, laurao@nrch.com.au.

I understand and have read the above Position Requirements and hereby declare that I am:

- 1. suitably qualified and experienced to undertake the duties described herein; and*
- 2. physically able to undertake the duties herein described without modification.*

SIGNATURE
[INSERT NAME]:

____/____/____
DATE:

Job Demands Checklist

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
I = Infrequent	Activity may be required very infrequently
O = Occasional	Activity required occasionally, not necessarily all shifts
F = Frequent	Activity required most shifts, up to 50% of the time
C = Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A = Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks		x			
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs			x		
Reaching	Arms fully extended forward or raised above shoulder	x				
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding			x		
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			

Aspects of Normal Workplace [CHECK IF CHANGES REQUIRED]		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						

Distressed People	Highly emotional people crying, upset, unhappy, depressed. E.g. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. E.g. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	E.g. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
Environmental Demands						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties			x		
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			