Position Description

Position title:	Disability Liaison Officer
Department:	Social Work, Social Model of Health
Classification:	Grade 3 Physiotherapist, Occupational Therapist, Social Worker
Agreement:	Allied Health Professionals (Victorian Public Sector Single Interest Employers) Enterprise Agreement 2021-2026
Reporting to:	Senior Social Work Manager

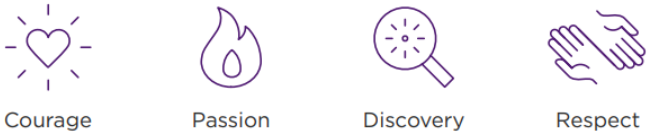
About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is **'Creating healthier futures for women and babies'**. Our values are:



The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

About Social Model of Health

The Women's Social Model of Health Division is a newly formed function that reinforces our commitment to the social determinants of health. Whilst all services at the Women's ensure health equity for all women, the Social Model of Health Division brings together our services and programs that specialise in providing care to women facing challenges that may adversely affect their health. The Social Model of Health Division at the Women's has responsibility for ensuring the hospital's clinical and social support services are coordinated, aligned and leveraged to provide wrap around care for the women who need it most. In particular, the division has a focus on ensuring a woman's social, economic, cultural, environmental, geographic, and other factors are taken into account in her care plan with the overall aim of reducing health inequalities and addressing systemic inadequacies that affect health access and outcomes.

Position purpose

The Disability Liaison Officer will provide key clinical services and leadership in addressing barriers for people with disabilities accessing health services at RWH. This role is part of the social work department and will act as a point of contact for health service staff and patients, community partners and people living with disability to ensure access to health care. This role will also provide capacity building across RWH to ensure that people with a disability are accessing relevant and essential hospital services.

Key responsibilities

Clinical practice

- Act as a point of contact for patients, their support people, and staff to access disability support in the hospital environment and promote and facilitate effective communication between all parties.
- Assist people with a disability, their families and carers accessing health assessment and treatment including providing guidance to support people with disabilities to access appropriate disability and health supports in the community
- Connect with varying departments/services, and liaise with support coordinators, external agencies across the intersection of health and disability
- Provide a high level of clinical expertise with independent decision making
- Be a source of clinical expertise, advocacy and guidance on disability access and inclusion within the broader multidisciplinary team
- Through a trauma-informed approach, this role partners with patients, families, and healthcare teams to enhance engagement, build trust, and support equitable access to care and decision-making.
- Manage a clinical caseload when required
- Use the Women's electronic medical record (EMR) where required
- Any other duties as required that meet relevant standards and recognised practice

Communication and teamwork

- Apply a highly developed verbal communication, interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders
- Recognise issues that may lead to conflict, and constructively addresses issues as they arise
- Communicate effectively with patients and families to ensure their understanding and that their needs and views are included in plans and actions

- Facilitate open and effective communication across all levels of the individual Department and more broadly across the organisation
- Ensure systems are in place for coordinating and performing appropriate clinical handover and arrange follow-up to ensure patient care is maintained

Quality, safety and improvement

- Support the commitments outlined in the Women's Disability Action Plan
- Collaborate on health commitments outlined in Inclusive Victoria: State Disability Plan (2022-2026)
- Provide broader staff education to build a disability confident workforce
- Support the delivery of disability action plan within health services
- Work in collaboration with multidisciplinary teams
- Work in collaboration with the Parkville DLO sector partners
- Work with initiative and autonomy while leading others in the pursuit of team goals
- Develop awareness of governance requirements including safety and quality clinical practice guidelines, procedures and policies including how they apply to clinical role
- Empower team to identify, analyse, report and manage risks
- Understand the principles of evidence-based practice, and critically evaluate clinical practice in light of available evidence, experience and patient/ family values and circumstances
- Evaluate current practice with respect to the evidence

Learning and development

- Participate in clinical supervision in accordance with local standard operating procedures and/or the RWH Allied Health Clinical Supervision Guideline.
- Provide clinical leadership in disability care, ensuring consultation with the manager as appropriate
- Contribute to data collection related to program activity, outputs and impacts.
- Develop effective time management skills to balance clinical requirements and to contribute to continuous improvement activities
- Balance priorities between clinical load and contribution to quality improvement activities
- Lead and contribute to improvements in departmental management and function
- Complete all mandatory training and participate in an annual performance development review

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

Experience/qualifications/attributes

Essential:

- Recognised Qualification in an Allied Health discipline with current registration with AHPRA (where relevant), or eligible for membership of relevant professional association.

- Relevant minimum of 5- 7 years clinical and work experience in the disability, advocacy and health sphere.
- Demonstrate understanding of contemporary issues and directions of disability services for tertiary organisations.
- Autonomous behaviour, independence of thought, awareness of own effectiveness and internalised responsibility.
- Recognised experience and knowledge in the field of disability and ability to apply policies and processes to meet challenges of known or evolving disability support situations would be expected
- Extensive understanding of the needs and issues for people who have a disability and their carers/families and a comprehensive knowledge of the range of generic and specialist service options available to clients including but not limited to: physical, emotional and mental health, accommodation, legal matters, employment and education.
- Specialised and contemporary understanding of disability and an ability to apply this theoretical knowledge to client support
- Knowledge of complex conditions that impact on disability and the capacity to remain up to date with related developments
- Capacity for effective negotiation, conflict resolution and wide consultation at all levels, to maintain and foster key interpersonal relationships.
- Demonstrated capacity to work constructively and collaboratively with a range of disciplines towards common goals
- Demonstrated ability to manage project/research work independently
- Embodiment of the Women's values

Desirable:

- Applicants with lived experience of disability will be highly regarded, particularly those with experience or understanding of intersectional identities including LGBTIQ+, Aboriginal and CALD people with disability.
- Postgraduate qualification (Masters level or above) in a relevant clinical area, or public health, business management, health administration, project management, education/training and/or leadership.
- Demonstrated experience in project management and project delivery including evaluation processes and the ability to maintain accurate records for reporting and future planning purposes.

Organisational relationships

Internal relationships

- Social Work
- Allied health staff
- Nursing, midwifery and medical staff

External relationships

- Other hospitals and health providers
- Community service organisations
- Disability Service providers
- Precinct Partners

Direct reports: 0
Indirect reports: 0
Budget responsibility: N/A

Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Not applicable
Sitting – remaining in a seated position to complete tasks	Prolonged/Constant
Standing- remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward/forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Not applicable
Kneeling – remaining in a kneeling position to complete tasks	Not applicable
Squatting/crouching – adopting these postures to complete tasks	Not applicable
Leg/foot movement to operate equipment	Not applicable
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Rare
Lifting/carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5 – 10 kilos	Not applicable
– Heavy lifting and carrying – 10 – 20 kilos.	Not applicable
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10 – 20 kg	Not applicable
– heavy push / pull forces over 20 kg	Not applicable
Reaching – arm fully extended forward or raised above shoulder	Rare
Head/neck postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Occasional
– Gripping, holding, twisting, clasping with fingers/hands	Occasional
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Not applicable

Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged/Constant
Hearing – use of hearing is an integral part of work performance	Prolonged/Constant
Touch – use of touch is integral to most tasks completed each shift	Prolonged/Constant

Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Frequent
Problem solving issues associated with clinical and non-clinical care	Prolonged/Constant
Working with distressed people and families	Prolonged/Constant
Dealing with aggressive and uncooperative people	Occasional
Dealing with unpredictable behaviour	Occasional
Job demands – high workload, tight deadlines, and competing priorities	Frequent
Exposure to traumatic or distressing content or situations – including handling sensitive information arising from patient records, patient care activities, incident reports, adverse events, or investigations of adverse events.	Frequent
Role specific considerations Support is available for staff exposed to psychological risks. Any adjustments that may be required can be discussed with your manager.	

Definitions used to quantify frequency of tasks/demands as above	
Prolonged/constant	70 – 100 % of time in the position

Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.
- We are committed to the safety, wellbeing and empowerment of all children and young people. We prioritise an environment where children are protected and heard. We commit to safeguarding the social and emotional wellbeing of First Nations children, understanding that their connection to country, culture, kin and community is critical to their safety.

Vaccination requirements

As this role has direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), hepatitis B, chicken pox, MMR (measles, mumps, rubella) and may include hepatitis A, and complete screening for tuberculosis.

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: October 2026

Developed by: Senior Social Work Manager

Date of next review: October 2027