

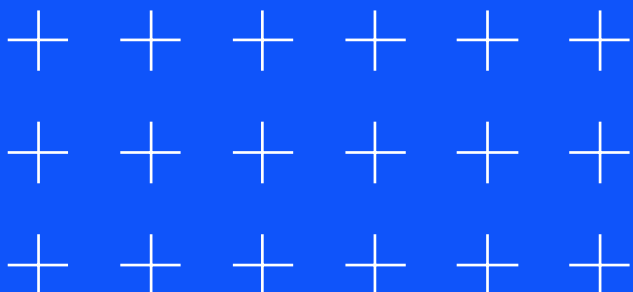
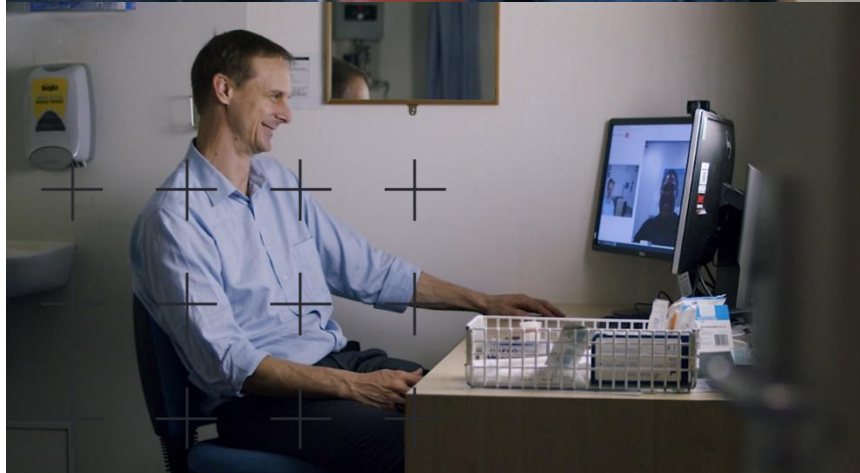


**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

Disability Liaison Officer



THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria’s first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we’ve moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We’re here when it matters most, and we’ll continue to be the first to speak out for our diverse community’s wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we’re inspired by our vision of Advancing health for everyone, every day. While we’re each going about our different roles, we’re united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. **Be a great place to work and a great place to receive care**
2. **Grow our Home First approach**
3. **Realise the potential of the Melbourne Biomedical Precinct**
4. **Become a digital health service**
5. **Strive for sustainability**



Position Description

Position Title:	Disability Liaison Officer
Service:	Allied Health, Social Work and Diversity
Location:	The Royal Melbourne Hospital, City and Royal Park Campuses
Reports To:	Manager, Occupational Therapy
Enterprise Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification:	Grade 3 (VG3 – VG6 or equivalent)
Immunisation Risk Category:	Category A
Date of Review:	January 2026

POSITION SUMMARY

The Disability Liaison Officer (DLO) is the primary contact point for people with disability to provide support to access RMH assessment and treatment services. The DLO works to address barriers that prevent people with disability from accessing services including fear, uncertainty and issues with accessibility. The role works across multiple sites including the possibility of undertaking community outreach activities.

The DLO:

- Services inpatients and outpatients in the acute and subacute settings and will demonstrate competent clinical skills, effective communication, and active participation within a multidisciplinary team environment to manage complex presentations across the service.
- Priorities and specialisations include discharge planning, care coordination, client advocacy, and participation in quality improvement activities, teaching, research, and contribution to policy development, data collection and provision of professional supervision.
- Utilises specialised skills and knowledge in relation to addressing factors affecting people with a disability, communicating between patients and caregivers, and planning ongoing community needs.
- Works with key stakeholders to develop innovative models of care for a variety of patients and maximise the role of the disability liaison officer within the evolving organisational designated stream.

The Occupational Therapy department consists of approximately 90 EFT across RMH sites that includes Disability Liaison (including NDIS Navigator) and Flying Squad teams. We provide care to our patients within the acute, sub-acute and community therapy services. The department is supported by the OT manager, OT workforce development manager, OT research leader and Grade 4 Disability Liaison Officer. The OT department are committed to providing evidence-based intervention and has a patient centred focus. Supervision, professional development and quality improvement initiatives are key focuses of Occupational Therapy at RMH

The Allied Health team provides integrated multidisciplinary care across the acute, subacute and community sectors of Melbourne Health. Allied Health professionals and support team work to improve the patient's physical and psychosocial functioning. The Allied Health structure complements a series of new and exciting



developments aimed at supporting our workforce and creating innovative solutions to provide excellent patient care.

KEY ACCOUNTABILITIES

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Help people with disability, their families and carers access relevant assessment and treatment
- Support people with disability, their families and carers to access inpatient and outpatient and other health and human services to manage presenting issues (for example advocacy with the National Disability Insurance Scheme and support to liaise with care agencies due to changes in circumstances or support to access accessible accommodation if required.)
- Undertake outreach where there is evidence that people with disability may be less likely to use health services or experience uncertainty about how the service will operate
- Undertake targeted outreach for people with disability who may be less likely to use health services (e.g. Aboriginal people with disability, LGBTIQ+ people with disability etc). Where appropriate, this work will coordinate with the work of other roles.
- Provide disability-specific secondary consultation to support the assessment centre and broader health service to provide more accessible, safer and more inclusive care to people with disability.
- Work directly with disability service providers across the network identifying key staff within facilities who can assist in awareness and creation of health care pathways / accessibility of access for those people with a disability
- Create awareness campaigns (in liaison with RMH Media and Communications teams)
- Provide education and support to MH teams providing care to people with a disability
- Display highly effective communication by demonstrating sound verbal, non-verbal and written skills
- Display advanced organisational skills through efficient time management, professional responsibility and accountability.
- Provide quality patient focused care through competent, evidence-based clinical skills relating to assessment, interventions and discharge planning.
- Demonstrate multi-disciplinary health care approach that achieves desired patient outcomes.
- Demonstrate a leading clinical role within disability services at The Royal Melbourne Hospital and the broader professional community.
- Provide advanced casework services to patients, reasoned recommendations and innovative options and solutions in areas of complex clinical care related to the areas of his/her expertise and other clinical areas as directed.
- Provide high level clinical supervision and consultation to more junior staff as per relevant profession guidelines.
- Ensure direct reports receive regular feedback and participate in annual discussions.
- Support students and student fieldwork program including supervision of students and teaching undergraduates and/or post graduate students.
- Contribute to organisation-wide and service/division initiatives and planning activities.
- Create a psychologically safe work environment where everyone feels safe to speak up.
- Actively contribute to research activities, presentations, conferences, workshops and service development initiatives as required



KEY RELATIONSHIPS

Internal

- Patients, families and carers
- Nursing, Medical and Allied Health Clinicians
- Aged Care Assessment Service (ACAS)
- Consultant Liaison Rehabilitation and Aged Care Consultation (CLRAAC)
- Transitional Care Program
- Hospital Admission Risk Program (HARP)
- Family Safety Team

External

- Department of Health and Human Services (DHHS)
 - Department of Fairness, Families and Housing (DFFH)
 - My Aged Care
 - National Disability Insurance Australia
 - Community culturally specific services
 - Post-Acute Care services
 - Community based health and aged care services
 - Diagnosis specific services
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KEY SELECTION CRITERIA

Formal Qualifications

- Qualified Health professional with current registration with AHPRA (where relevant), or eligible for membership of relevant professional association

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
 - Demonstrated experience in health industry
 - Working with Children's Check and Police Check
 - Highly developed interpersonal skills and stakeholder management skills
 - Excellent communication (including empathetic listening) and presentation skill
 - 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
 - Good understanding of the needs and issues for people who have a disability 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 development
 - Problem solving: seeks all relevant information for problem solving; investigates and probes for the facts; liaises with stakeholders; analyses issues from different perspectives and draws sound inferences from information available; identifies and proposes workable solutions to problems.
 - Self-management: plans and prioritises work to ensure outcomes are achieved; resists the temptation to react immediately without taking time to think things through; uses strengths to contribute constructively and consciously manages the impact of own weaknesses; anticipates own reactions to situations and prepares
 - Empathy and cultural awareness: pays attention to words, expressions and body language; paraphrases messages to check understanding; shapes responses to individuals, based on a range of information they have noted; communicates well with, relates to and sees issues from the perspective of people from a diverse range of cultures and backgrounds.
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- Demonstrated ability to work collaboratively and demonstrated leadership qualities.
 - Ability to manage a demanding workload and effectively prioritise tasks.
 - High level skills in Microsoft Office or 365 suite of programs.
 - Knowledge of relevant community services

Desirable:

- Applicants with lived experience of disability will be highly regarded, particularly those with experience or understanding of intersectional identities including LGBTQIA+, First Nations and CALD people with disability
- Demonstrated experience in project management and project delivery including evaluation processes and the ability to maintain accurate records for reporting and future planning purposes.
- Previous experience working within a public hospital setting or community aligned health setting.
- Possess an understanding of relevant legislation and practice frameworks relating to family violence practice, including but not limited to the Family Violence Information Sharing Scheme (FVISS), Child Information Sharing Scheme (CISS) and the Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM)

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
 - Achievement of portfolio specific KPI targets
 - Participation in and satisfactory feedback through the annual performance review process
 - Ability to maintain a safe working environment and ensure compliance with legislative requirements
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AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
 - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
 - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
 - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
 - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
 - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

Date