

INFORMATION PACK



Client Liaison Officer



mental health
foundation
ACT

Position Overview



Job Title

Client Liaison Officer



Location

Canberra (Chifley)



Job Type

Part Time



Reports to

Service Delivery Manager



Direct Reports

None



Closing Info

30/09/2023

About MHF

We understand life sometimes throws people challenges. We exist to help them through.

MHF provides community based health support services directly and through partnerships with the public health system, primary health providers, other community organisations and the NDIS. The service we provide are:

- Accommodation services for people facing mental illness
- Support work
- Capacity building, prevention and recovery
- Harm minimisation

Our vision is that Canberrans and the surrounding community live with hope, choice and good mental health.

This is achieved using a recovery framework, a personal journey toward the achievement of holistic wellbeing.

Working with MHF, whether as a staff member or a volunteer is a rewarding experience that enables you to excel in your role. We value continuous improvement and strive to make the organisation a little bit better each day. We have a culture that we are proud of, a culture that puts the people we are here to serve at the forefront of everything we do.

Role Specifics

Key Working Relationships

People in the care of MHF; MHF Staff and Volunteers; Referrer Agencies and other External Stakeholders

Duties and Responsibilities

MHF runs a vibrant and client centred suite of services for people going through periods of mental illness.

This role will see you:

- Playing a significant role in ensuring all clients of MHF have a wonderful experience when they engage with us.
- Liaising directly with all people MHF works with, providing excellent customer service and effective and efficient support to enable them to achieve their objectives.

This role will be attractive to someone who thrives on lots of direct engagement with people and who gets satisfaction from making others feel special and cared for.

Role Specifics

Essential

- You will be required to demonstrate that you have a minimum of two years providing frontline customer service to a range of people
- You must have excellent written and verbal communication skills
- You must be available to work five days per week, Monday to Friday

Desirable

- Experience working within the NDIS Framework
- An understanding of Client Relationship or Financial Databases
- Experience coordinating staff rosters
- Experience presenting to small groups

This role may involve working from home, so access to suitable computer equipment and internet may be required.

Hours of Work

This role is five days per week, Monday to Friday. It is a part time role and we are aiming for 3-4 hours per day initially.

Pre-Engagement Checks

As MHF's work involves staff being in direct contact with vulnerable people, all staff, whether paid or unpaid are required to complete a Working with Vulnerable People check with NDIS Worker Screening.

MHF will conduct at least two reference checks on successful applicants and may also require proof of any professional qualifications stated on any application.

General Information

All staff, whether paid or unpaid are required to adhere to MHF's Code of Conduct and Organisational Policies during the course of their engagement.

MHF acknowledges Aboriginal and Torres Strait Islander peoples as Australia's First Peoples and sovereign custodians of this land. We pay our respects to Elders past, present and emerging.

MHF also acknowledge the individual and collective expertise of those with a living or lived experience of mental health. We recognise their vital contribution at all levels and value the courage of those who share this unique perspective for the purpose of learning and growing together to achieve better outcomes for all.