Position Description

Position Title:	**Disability Liaison & NDIS Navigator Leave Reliever**
Classification & Salary Range:	**Allied Health Grade 3 – Occupational Therapy/ Social Work 0.53 EFT**
Agreement Name:	**Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement**
Position Reports to:	**Service Lead: Disability Liaisons & NDIS Navigators** **Family Violence and Clinical Diversity Manager**
Last updated:	**October 2026**

Position purpose

The Disability Liaison & NDIS Navigator Leave Reliever is positioned within the Diversity, Equity and Inclusion (DEI) Program, reflecting the organisation's commitment to creating an inclusive workplace and ensuring equitable access to services for all people. The role provides flexible clinical coverage across the **Disability Liaison** and **NDIS Navigators services** at Eastern Health to support continuity of care during staff leave and service gaps. The role reports to the Service Lead, NDIS Navigators and Disability Liaison Services, who is responsible for allocating, prioritizing and delegating work across service areas to meet operational requirements.

The Disability Liaison & NDIS Navigator Leave Reliever works collaboratively within multidisciplinary team of the specialist services to deliver high- quality patient centred care while maintaining professional standards, organisation policies and adaptable service support across different clinical environments. The role is also responsible for maintaining ongoing professional development to ensure clinical capabilities across varied practice settings.

The **Disability Liaison Service** provides specialist disability expertise and support to consumers, carers and healthcare teams, ensuring people with disabilities can access and navigate health services in an equitable and inclusive manner. The role identifies and addresses barriers to care, coordinates reasonable adjustments, advocates for individual needs, and works across services to promote safe, person-centered care and improved health outcomes.

The **NDIS Navigator Service** plays a key role in supporting people with disabilities to achieve safe, timely and person-centered transitions from hospital to community-based care. Working collaboratively across health, disability and community services, the role facilitates access to NDIS and interim supports, promotes continuity of care, reduces avoidable hospital utilization and length of stay, and enhances outcomes through coordinated, consumer-focused discharge planning.

The **Disability Liaison & NDIS Navigator Leave Reliever** role is suited to an individual with lived experience of disability and/or expertise in disability, allied health, with a strong understanding of inclusive and person-centred practice.

Major duties and/or responsibilities

Disability Access and Service Navigation

- Provide specialist disability liaison, advocacy, navigation and care coordination services to support equitable access to healthcare and improved outcomes for people with disability.
- Support individuals, families and carers to navigate health, disability, and NDIS systems, ensuring person-centred, coordinated and accessible service delivery.
- Assess individual needs and facilitate appropriate care planning, reasonable adjustments, referrals and service linkages across health and community settings.
- Coordinate transitions of care and collaborate with multidisciplinary teams and external stakeholders to promote continuity, inclusion and positive client outcomes.
- Manage a complex caseload, applying advanced clinical judgement, problem-solving and prioritization skills to address barriers and achieve service objectives.
- Demonstrate a working knowledge of NDIS processes including, legislation, assessments, health and NDIS funded services to enhance outcomes for NDIS participants.
- Maintain accurate documentation, data collection and reporting in accordance with organisational, professional and legislative requirements.

Advocacy and Inclusion

- Champion the rights, inclusion and equitable participation of people with disability through person-centered, culturally safe and accessible practices.
- Lead and support initiatives that strengthen disability inclusion, accessibility and equity across health and community systems.
- Contribute to the implementation of disability reforms, organizational priorities and government initiatives that improve outcomes for people with disability.
- Identify emerging needs, service gaps, and opportunities for system improvement, collaboration, and integrated service delivery.

Stakeholder Engagement, Consultation and Collaboration

- Develop and maintain strategic partnerships across health, disability, community and government sectors to support coordinated and person-centered service delivery.
- Collaborate with internal and external stakeholders to improve access, navigation pathways, and outcomes for people with disabilities.
- Provide specialist consultation and advice to clinicians, staff and service providers on disability-related care, support and system navigation.
- Represent Eastern Health in relevant forums, committees and partnership initiatives, fostering strong networks and collaborative relationships.
- Utilize advanced communication, negotiation, and stakeholder engagement skills to build capacity and strengthen integrated service responses.

Education, Capacity Building and Professional Support

- Lead and deliver education, training and capacity-building initiatives that promote disability inclusion, accessibility and person-centered practice.
- Provide specialist advice to enhance workforce capability in disability care, NDIS navigation, and inclusive service delivery.
- Develop and share resources, tools and best-practice approaches that support continuous learning and service improvement.
- Support staff, students and multidisciplinary teams through professional development, and knowledge-sharing opportunities.
- Promote evidence-based practice and contribute to professional forums, education programs, and community engagement activities.

Quality Improvement, Service Development and Governance

- Lead and contribute to quality improvement, service development and innovation initiatives that enhance disability-responsive and person-centered services.
- Monitor, analyze and report service performance data to inform planning, evaluation and continuous improvement activities.
- Identify systemic barriers, service gaps, and opportunities for improved access, inclusion, and service integration.
- Contribute to the development, implementation and review of policies, procedures, referral pathways, and governance frameworks.
- Participate in accreditation, risk management and organizational improvement initiatives to support safe, high-quality service delivery.
- Ensure compliance with legislative, professional, privacy, and organizational requirements.

Professional Leadership and Practice

- Provide leadership in disability inclusion, person-centered care, service navigation, and integrated service delivery.
- Act as a subject matter expert, providing specialist advice and support to colleagues, stakeholders and partner organizations.
- Contribute to strategic priorities, service development, and organizational objectives through professional leadership and collaboration.
- Demonstrate accountability, initiative, and ethical practice while maintaining high standards of service delivery.
- Engage in ongoing supervision, reflective practice and professional development to maintain contemporary knowledge and expertise.
- Maintain professional registration, credentialing and compliance requirements where applicable.
- Effectively manage competing priorities, workload demands and service responsibilities to ensure responsive and high-quality outcomes.

Key Selection Criteria

Essential Selection criteria:

- Demonstrated ability to build credibility, influence outcomes and negotiate effectively across diverse stakeholder groups.
- Highly developed interpersonal and communication skills, with the ability to build productive relationships, engage with empathy and professionalism, and communicate complex information clearly and effectively. Demonstrated capacity to foster trust, navigate sensitive situations and promote constructive and respectful interactions across diverse settings.
- Demonstrated ability to analyse complex issues, gather and synthesise information from multiple sources, identify underlying causes and develop practical, innovative and person-centred solutions. Proven capacity to exercise sound judgement, make informed decisions and resolve challenges within complex service systems.
- Demonstrated ability to work autonomously with a high level of initiative, professionalism and accountability. Skilled in prioritising competing demands, managing complex workloads and maintaining high-quality outcomes in dynamic environments. Displays resilience, adaptability and reflective practice to support continuous improvement and effective service delivery.
- Demonstrated commitment to person-centred, culturally responsive and inclusive practice, with the ability to build trust, understand diverse perspectives and deliver high-quality outcomes for consumers, families and carers.
- Highly developed ability to work collaboratively and professionally within multidisciplinary teams, fostering positive relationships, integrity, respect and a shared commitment to achieving organisational and consumer outcomes.

Desirable Selection criteria:

- Demonstrate a working knowledge of the Victorian public health care system.

Qualifications

- Qualifications in Allied Health discipline and eligibility to membership/registration to respective

Eastern Health's promise

Our promise to our communities, patients, consumers and staff is that we will be HEALTHIER TOGETHER. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Read more about Eastern Health's strategic goals here.

Our commitment to Diversity, Equity & Inclusion

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognize that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQA+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please click here.

Aboriginal and Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2026 - 2028 was released in July 2026. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

For support, please contact our Aboriginal Employment Coordinator, Aboriginal.Workforce@easternhealth.org.au

Important Information

All new and existing employees are committed to the following in order to uphold Eastern Health's Promise and Values

- To uphold confidentiality as per the Privacy Act 2000 and the Health Records Act 2001
- To comply with Eastern Health code of conduct and Policy and Procedures
- To comply with Eastern Health performance standards and industry professional standards
- Participate in continuous monitoring an improvement
- Comply with legislation and accreditation standards
- Ensure service and care is consistent with the Eastern Health approach to patient and family centred care
- Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information here

Occupational Health and Safety, Quality and Improvement

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical

and OHS incidents and near misses, particularly those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

Eastern Health employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

For more information about Quality and Safety please click here or for Staff Wellbeing please click here.

Eastern Health is a child safe organization, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities, and all children in their diversity. For more information click **Child Safety | Eastern Health**

Final note

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Appointment to this position is subject to a satisfactory National Police Check, compliance with mandatory vaccination requirements, including annual influenza vaccination, and evidence of immunity to vaccine-preventable diseases where required.

Application Support

If you require supports or adjustments with submitting your application or throughout the recruitment process, you are welcome to contact the hiring manager or the Talent Acquisition Team on (03) 9955 7555 option 1 (for current employees please select option 2).

Candidate statement:

I _____ have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____ Date: _____