



SENIOR CLIENT SAFETY OFFICER

DUTY STATEMENT

Job Title:	Senior Client Safety Officer
APS Level or Equivalent	APS Level 6
Section:	Client Safety & Quality
Location:	Various
Immediate Supervisor:	Assistant Director, Clinical Quality Improvement

JOB DESCRIPTION

In accordance with the principles of workplace diversity, work health and safety, participative work practices, Australian Public Service (APS) values and APS Employment Principles, the Senior Client Safety Officer:

Will be part of the Client Safety Unit in Open Arms, Veterans and Families Counselling (Open Arms). The Client Safety Unit is responsible for supporting safe and high quality service provision around the country.

Senior Client Safety Officers provide high quality clinical guidance and information management services within Open Arms to both national and regional offices. Senior Client Safety Officers will ideally have experience working with at risk clients, and providing support to geographically dispersed clinical teams.

DUTIES

Typical duties of the Senior Client Safety Officer may include:

- Reviewing client files for client safety and quality matters.
- Supporting the conduct of case and file audits.
- Coordinating the processing of legal notices and the required release of client information.
- Coordinating the acquisition of legal advice in relation to clinical services.
- Liaison with internal and external stakeholders in relation to clinical and legal follow-up actions.
- Making contact with clients to assess risk and coordinate responses.
- Ensuring that cases identified as complex or high-risk are referred to the appropriate Open Arms office for follow-up and connection to support services.
- Provision of high level clinical guidance and advice to national and regional offices.
- Providing exceptional record-keeping and documentation.
- Supporting a range of clinical and organisational quality improvement activities.
- Assisting in the development of clinical program policy advice and procedures.
- Other duties as determined by the Assistant Director.

MANDATORY REQUIREMENTS

- Qualifications as a registered Psychologist / Mental Health Occupational Therapist / Mental Health Registered Nurse with full AHPRA registration, **OR**
- Qualification as a Social Worker eligible for membership of the Australian Association Social Workers (AASW) and be eligible to apply for Mental Health accreditation, **OR**
- A minimum of 3 years clinically relevant experience

AND

- Excellent written and oral communication skills
- Ability to liaise with and develop productive working relationships with other teams and organisations
- Strong computer skills
- Effective time management skills

DESIRABLE ATTRIBUTES:

- Experience in clinical service provision.
- Experience in coordinating and assisting in the management of a caseload of complex and potentially at-risk clients.
- Community or Defence mental health team experience.
- Experience in treating substance abuse, mood, and anxiety disorders (including PTSD).

To learn more about the ILS click [here](#).

HOW TO APPLY

- Open Arms labour hire vacancies are advertised on job advertising websites and through recruitment agencies.
- We recruit through several agencies within the location of the advertised role, so you may see our jobs listed on a number of different websites. This allows you to choose the agency you want to register with.
- To apply for this role, please choose a recruitment agency advertising this position, and follow their application process.