

Austin Health Position Description



Position Title: Aboriginal Health Liaison Officer

Classification:	Community Development Worker Class 2B
Business Unit/ Department:	Ngarra Jarra Aboriginal Health Unit
Agreement:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026
Employment Type:	Fixed Term Full Time or Part Time Considered (Maternity Leave Cover)
Hours per week:	Up to 40 (38 + ADO) hours
Reports to:	Team Leader Ngarra Jarra
Date:	February 2023

About Austin Health

Austin Health is one of Victoria's largest health care providers. Comprising the Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation, Hospital in the Home and community-based health services; Austin Health is an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

Austin Health employs near 9,000 staff across its sites; including over 1,600 doctors and 3,000 nurses and delivers a full range of leading-edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged-care and rehabilitation beds and a range of community and in the home services. The current annual operating budget is in excess of \$960 million.

Austin Health delivers vital state-wide services to all Victorians, including to diverse multicultural and veteran communities. It also provides community and specialty services to the people of Melbourne's north-eastern corridor in a safety-focused, team-oriented and stimulating work environment.

Austin Health's current vision is to change healthcare for the better through world class research, education and exceptional patient care.

Our values define who we are, shape our culture and the behaviours, practices and mindset of our people. Our values are: Our actions show we care, we bring our best, together we achieve and we shape the future. www.austin.org.au/about-us

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

Position Purpose

This Aboriginal Hospital Liaison Officer (AHLO) position supports Aboriginal patients, families, and carers through the provision of cultural support, advocacy, liaison, and discharge planning. The AHLO will also ensure patients in contact with the hospital have access to services internal to Austin (patient navigation) and externally such as GP's, community health, mainstream and Aboriginal services.

The AHLO also helps to ensure that the Austin Hospital is culturally sensitive, safe, and welcoming to Aboriginal peoples and the community.

The AHLO in conjunction with other Aboriginal Health Unit team members and team leader will assist to develop and deliver culturally sensitive policies, practices, and processes across Austin Health. They will also help to facilitate education and training to hospital staff and community.

About the Ngarra Jarra Aboriginal Health Unit

This position is designated for Aboriginal and/or Torres Strait Islander people only.

This position is based within the Ngarra Jarra Aboriginal Health Unit which forms part of the Division of Allied Health. The Division of Allied Health comprise the following:

- Ngarra Jarra Aboriginal Health Unit
- Allied Health Physiotherapy, Social Work, Speech Pathology, Occupational Therapy, Nutrition and Dietetics, Orthotics & Prosthetics, Podiatry, Clinical and Neuropsychology (Royal Talbot site) and Creative and Leisure Services
- Tracheostomy Review and Management Service
- Spiritual Care
- Language Services

The Ngarra Jarra Aboriginal Health Unit is committed to promoting culturally appropriate patient-centered care for Aboriginal patients.

The Ngarra Jarra Aboriginal Health Unit provides services on all three campuses of Austin Health. The Unit provides care across the continuum from the Emergency Department through bed-based services and ongoing ambulatory care.

Purpose and Accountabilities

Role Specific:

Clinical

- Assist and support Aboriginal and Torres Strait Islander patients and their families through culturally appropriate advocacy, liaison, emotional support.

- Assist patients and family members to understand medical procedures and routines
- Support patients to make decisions about their care.
- Complete an assessment with a focus on health and wellbeing issues.
- Assist patients and families to access resources to help them manage their hospital stay.
- Provide social support assistance to Aboriginal patients to access outpatient appointments.
- Refer patients to a range of services (internal and external).
- Proactively work with community agencies to establish pathways and provide culturally sensitive care and appropriate referrals for Aboriginal and Torres Strait Islander patients.
- Document outcomes in the patient medical history and clinical systems.
- Work within a multi-disciplinary health team to ensure best possible health and well-being outcomes for Aboriginal and/or Torres Strait Islander patients.
- Contribute culturally appropriate solutions in relation to Aboriginal patient care and discharge planning.

Cultural Assistance

- Develop and continue to support important working relationships with relevant key community organisations and stakeholders.
- Professionally represent Austin Health at external forums and events.
- Contribute and participate in significant cultural events, for example Reconciliations Week, and NAIDOC week

Quality Improvement

- Contribute to monitoring service delivery and measuring outcomes.
- Actively contribute to quality improvement and consumer engagement activities.
- Interpret the findings of quality improvement and consumer engagement activities and provide guidance to Austin Health about the actions that need to be implemented because of these findings
- Assist Austin Health to develop processes, guidelines and programs focusing in on Aboriginal health, cultural awareness, and cultural safety.
- Participate in the Austin Health Aboriginal Health Closing the Gap Steering Committee and Austin Health Aboriginal and Torres Strait Islander National Standards Committee, and other relevant committees and working groups as required.
- Deliver on other key organisational accountabilities which are aligned with Austin Health's strategic aims.

- Have an understanding and provide guidance to Austin Health about, the government and accreditation policy conditions that need to be in place to ensure that cultural improvement can be linked into hospital accountability processes.

Teaching, Training and Professional Development

- Attend hospital orientation and education sessions relevant to role.
- Attend ICAP (Improving Care for Aboriginal Patients) forums and VACCHO (Victorian Aboriginal Community Controlled Health Organization) workshops as agreed.
- Support the development, delivery and evaluation of training and education programs focusing in on Aboriginal health, cultural awareness, cultural safety, and correct identification of Aboriginal and Torres Strait Islander patients.
- Maintain organisational accountability requirements as described in relevant policies and procedures.
- Attend clinical and cultural supervision regularly for support and education.
- Work with Team Leader/ Supervisor to identify and address learning needs.
- Attend relevant meetings as agreed by Team Leader.
- Participate in annual performance development review.

All Employees:

Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Pulse)

Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks

Comply with the Code of Conduct

People Management Roles:

Ensure clear accountability for quality and safety within the department

Ensure incident management systems are applied and a response to local issues and performance improvement occurs; ensure the risk management system is functional

Be aware of and comply with the core education, training and development policy.

Selection Criteria

Essential Knowledge and Skills:

- Identify as Aboriginal and/or Torres Strait Islander.
- Commitment to the Austin Health Values: Our Actions show we care; We bring our Best, Together we achieve, and We shape the future.
- Experience in providing support and advocacy for Aboriginal and/or Torres Strait Islander patients and families and maintaining positive relationships with the local community.
- Have a sound knowledge and understanding of Aboriginal culture, society, and kinship networks.
- A good understanding of the challenges faced by Aboriginal and/or Torres Strait Islander people entering a mainstream health service.
- An understanding of Aboriginal health issues, Victorian Health Systems, and policies at the local and state level.
- Demonstrated commitment and capability to make a positive difference in Aboriginal health and/or wellbeing.
- Ability to work and liaise effectively as a member of a team with a range of community and professional groups.
- Written, interpersonal, and verbal communication skills including the capacity to represent the needs of patients and/or staff at various forums and committees.
- Capacity to undertake and/or support evaluation, quality or research activities and conduct staff training.
- Ability to adapt to change and prioritise competing demands and work flexibly across a variety of clinical units as required.
- Ability to manage both community and work expectations particularly in respect to working within a mainstream organisation.
- Competent computer skills and the ability to learn new software
- This position may be required to work at any or all campuses of Austin Health

Desirable but not essential

- Has knowledge and understanding of the Improving Care for Aboriginal & Torres Strait Islander Patients (ICAP) Department of Health Unit (<http://www.vic.gov.au/health/koori/icap>).
- Experience in working in a hospital or community health setting
- Qualification or training in Health, Welfare, Community Development, Nursing or related fields

- Current Victorian driver's license

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website: <http://www.austin.org.au/careers/Aboriginalemployment/>

Document Review Agreement

Manager Signature	
Employee Signature	
Date	21/7/22

