

Austin Health Position Description



Position Title: Team Leader, Ngarra Jarra Aboriginal Health Program

Classification:	Community Development Worker Class 111 or Senior Clinician Grade 3, Allied Health or Managers and Administrative Workers or Nursing
Business Unit/ Department:	Ngarra Jarra Aboriginal Health Program
Work location:	Austin Health (primary location). All sites
Agreement:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2016 - 2020
Agreement:	Victorian Public Health Sector (Health and Allied Services), Managers and Administrative Workers Single Enterprise Agreement 2021 - 2025
Agreement:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020-2024
Employment Type:	Full-Time or Part-Time
Hours per week:	Up to 40 hours per week
Reports to:	Social Work Manager
Direct Reports:	2
Financial management:	Budget:0
Date:	25/1/23

About Austin Health

Austin Health is one of Victoria’s largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

Our vision is to shape the future through exceptional care, discovery and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognize that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Austin Health acknowledges the Traditional Custodians of the land upon which our various campuses are located, and pays its respects to Elders, past and present. As part of our Innovate Reconciliation Action Plan, our vision for reconciliation is one where all Aboriginal and Torres Strait Islander Peoples have access to just, equitable and culturally safe healthcare.

Position Purpose

The Aboriginal Health Team Leader is responsible for strategic leadership and management of Ngarra Jarra staff at Austin Health. The Ngarra Jarra Program plays a vital role in supporting Austin Health to meet the needs of Aboriginal and Torres Strait Islander patients, their families, and communities.

As the Team Leader, you will support the health service to identify and action several strategic priorities that strengthen the hospital response to Aboriginal and Torres Strait Islander Peoples in Victoria. The strategic priorities for the health service are listed within several existing planning documents:

- Austin Health Statement of Priorities
- Austin Health Cultural Safety Action Plan
- Austin Health Aboriginal Employment Plan
- The National Safety and Quality in Health Service Standards
- Reconciliation Action Plan
- Austin Health Cultural Safety Protocol

In this role, you will be integral to building upon connections with local and regional Aboriginal community health services, consumers, and Aboriginal Elders to meet the health and cultural safety needs for patients and families accessing the health service. This will require ensuring there are appropriate systems, pathways, targets, and indicators in place to routinely monitor progress.

The Team Leader will provide high level and secondary consultation support to patients and staff and work closely with the Aboriginal hospital liaison officers to deliver culturally responsive patient - centred care.

In this role you will have the opportunity to develop the skills and knowledge of staff, supervise staff within the Ngarra Jarra Aboriginal Health Program, develop innovative service models to support operations and service delivery, receive and participate in education and training.

Flexible working arrangements are available for this role with the option for full time or part-time work.

About Allied Health and Ngarra Jarra Aboriginal Health Program

Local Work Environment

This position is based within the Ngarra Jarra Aboriginal Health Program which is part of the Allied Health Division and comprises the following:

- **Allied Health Therapies** – Physiotherapy, Social Work, Speech Pathology, Occupational Therapy, Nutrition and Dietetics, Orthotics & Prosthetics, Podiatry, Clinical and Neuropsychology and Creative and Leisure Services
- **Ngarra Jarra Aboriginal Health Program**
- **Tracheotomy Review and Management Service**
- **Spiritual Care**
- **Language Services**

Ngarra Jarra means ‘Healing’ in the Woiwurrung language of the Wurundjeri People. The Ngarra Jarra Aboriginal Health Program <https://www.austin.org.au/aboriginal-health/> is committed to promoting the highest levels of care for our patients. In realising this goal, Ngarra Jarra Aboriginal Health Program collaborates with professionals, participates in project and service improvement work, teaching, and the use of person-centred evidence-based practice. The Ngarra Jarra Aboriginal Health Program provides services on all three campuses of Austin Health, from the Emergency Department through to bed-based services and ongoing ambulatory care.

Purpose and Accountabilities

Role Specific:

Strategic Leadership

- Strategic leadership and operational management of the Ngarra Jarra Aboriginal Health Program.
- Provision of expert advice on Aboriginal health matters to Austin Health Executive, senior leaders, and managers.
- Contribute to the Aboriginal health strategic directions and health service priorities towards closing the health gap.
- Undertake projects and key activities that support the delivery of the health service priorities and strategic aims.
- Assist Austin Health to establish and maintain strong engagement with external stakeholders such as Aboriginal health community services, VACCHO and other Aboriginal Controlled Community Organisations, Department of Health, Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation, Aboriginal Elders, and communities.
- Actively contribute and participate in relevant committee meetings (Austin Health Closing the Gap Governance Committee, Austin Health National Aboriginal and Torres Strait Islander National Standards Committee) and other group meetings.
- Work closely with the Centre for Patient Experience, Aboriginal Clinical Excellence Lead, People and Culture team to support the implementation of national standards requirements, Reconciliation Action Plan, Aboriginal Employment strategy.
- Represent Austin Health, Ngarra Jarra Aboriginal Health Program at state and local forums and events where appropriate.

- Present at conferences.

Operational Management

- Lead the operations of the Ngarra Jarra Aboriginal Health Program.
- Supervise and professionally develop staff, students and trainees employed within the Ngarra Jarra Aboriginal Health Program and facilitate access to cultural supervision
- Establish quality, safety and service priorities that support the operations of the Ngarra Jarra Aboriginal Health Program and staff employed within this program.
- Establish targets, indicators, and performance timelines for the operations of the Ngarra Jarra Aboriginal Health Program, maintain and update data bases and routinely monitor progress.
- Ensure sufficient resources are provided
- Work across the organisation to ensure appropriate mentoring, cultural supervision, and peer support for all Aboriginal staff

Clinical Leadership

- Promote culturally safe practice with patients and families.
- Provide high level and secondary consultation support to patients and staff when needed.
- Work closely with the Aboriginal hospital liaison officers to deliver excellent patient - centred care.
- Together with the Aboriginal hospital liaison officers, develop and continue to provide training to hospital staff that supports the delivery of culturally safe patient care.

Quality and Innovation

- Provide guidance to Austin Health about the government and accreditation policy conditions that need to be in place to ensure that cultural responsiveness can be linked to hospital accountability processes.
- Initiate innovation in relation to the delivery and provision of Aboriginal health services to patients, families, and communities.
- Undertake activities and audits to support compliance with the National Safety and Quality Health Service Standards.
- Participate in hospital accreditation process.

Professional Development

- Participate in regular supervision.
- Participate in annual performance appraisal and planning process.
- Participate in education and training.

Information Management

- Ensure the appropriate dispersion of information to staff.
- Record in patient medical files according to policy/ procedure and Austin Health documentation standards.
- Adhere to Austin Health's policies for use of Information Technology

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time

- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments
- Maintain a safe working environment for yourself, colleagues, and members of the public. Escalate concerns regarding safety, quality, and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centred care
- Comply with Austin Health mandatory training and continuing professional development requirements
- Work across multiple sites as per work requirements and/or directed by management

People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements

Selection Criteria

Essential Knowledge and skills:

- Commitment to the Austin Health Values: Our Actions show we care; We bring our Best, Together, we achieve, and We shape the future.
- Relevant tertiary qualification and with registration with professional association. For example: Health, Disability, Education, Allied Health, Nursing, Social Sciences, Community Development or Project Management.
- An understanding of Aboriginal health issues, systems, and policies at the local and state level and ability to represent Aboriginal and Torres Strait Islander communities on the health service governing and decision-making bodies.
- An understanding of Aboriginal culture, history, traditions, and culture.
- Experience in providing support and advocacy for Aboriginal and/or Torres Strait Islander patients and families.
- Ability to develop and foster collaborative and strategic working arrangements and partnerships with relevant services and Aboriginal organisations.
- Ability to contribute to the development and maintenance of strategic action plans.
- Ability to implement targeted strategies to improve health outcomes and service delivery to Aboriginal and Torres Strait Islander patients.
- Ability to undertake evaluation, quality or research activities and conduct staff training.
- Ability to lead a team (including staff supervision) and team operations.
- Ability to communicate effectively (written and verbal) including capacity to represent Austin Health at various forums and events.
- Proven ability to work autonomously, show initiative and think creatively.
- A sound understanding of information technology.

Desirable but not essential:

- Aboriginal and or Torres Strait Islander
- Prior experience in working in a hospital or health setting.

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

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#)

Document Review Agreement

Manager Signature	
Employee Signature	
Date	25/1/22

People Management Role-Direct Reports

Team Leader
Ngarra Jarra
Aboriginal Health
Program

AHLO

AHLO