

Position Description

POSITION:	Aboriginal Health Liaison Officer
ACCOUNTABLE TO:	Director of Primary and Community Services
DEPARTMENT:	Primary Care
AWARD:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026

ORGANISATIONAL BACKGROUND

Robinvale District Health Services (RDHS) is a Multi-Purpose Service (MPS) located in North- West Victoria on the Murray River that provides a diverse range of services across a catchment area of approximately 60,000 square kilometres. In addition to service delivery in our immediate area, RDHS provides outreach services to the communities of Ouyen, Manangatang, Boundary Bend, Balranald, Wentworth and Dareton.

RDHS operates 20 acute beds, 54 residential aged care places and provide urgent care services to both the Robinvale and Manangatang communities. A comprehensive range of additional services include renal dialysis, midwifery, Visiting nursing, Allied health and early years.

Our Vision

Through leadership and innovation RDHS will improve the health, wellbeing and strength of our communities

Our Mission

To be accessible, build strong relationships, understand and meet people's needs and use resources wisely

Our Values



We interact with others as we would expect them to interact with us



We deliver high services with integrity, honesty and competence



We provide a standard of service and support which we would expect for ourselves



This means that we are dedicated to sustained promotion and success of the organisation



We work together in a positive, supportive manner

Position Description

Position statement

The Aboriginal Health Liaison Officer liaises and negotiates with Aboriginal patients, their families and health professionals across RDHS for the development, planning and implementation of culturally appropriate health care.

The role provides appropriate assessment and intervention with Aboriginal patients, Assists the Multi-disciplinary teams with referrals to and knowledge of appropriate service options and provides cultural consultancy to RDHS staff.

Key Responsibilities

- Undertakes activities to develop and maintain professional skills at an advanced level.
- Provides cross-cultural training for RDHS staff, relevant government and non-government agencies and Aboriginal communities as required.
- Contributes to the development of policy and procedures in relation to the management of Aboriginal health.
- Acts as a cultural advocate for patients and carers.
- Acts as a consultant to RDHS on matters relating to Aboriginal Health when required.
- Works as part of a team to provide high quality Health Care, and health promotion services to Aboriginal clients, through assessment, intervention, advocacy and liaison.
- Participates in planning for effective and timely discharge from the hospital.
- Actively encourages and supports clients/families/community to engage in activities which maximize health gain such as attending scheduled appointments and treatments.
- Provides advice and assistance to hospital staff regarding issues and strategies to develop cultural appropriate service delivery
- Assist with making appropriate referrals to culturally appropriate community services to facilitate discharge.
- Liaise with service providers to ensure that the patient is accepted into the service.
- Provides additional information when needed to ensure a successful transition into the community services
- Provides verbal and written handover to service providers to ensure a smooth transition into service.
- Utilises existing networks and resources in health program development to promote integration of services and community ownership of health care.
- Promotes public relations between staff/clients and the community and acts as a resource on issues relating to Aboriginal Health including advising on models of care.
- Identifies Aboriginal Health needs and participates in the development and review of Aboriginal Health programs.
- Provides representation on professional and health working parties and committees as required.
- Participates in meetings and conferences as required.
- Provide input into the RDHS cultural action plan, including promoting actions identified in the plan to RDHS staff and community
- Maintains appropriate, legible records and ensures security and confidentiality of client information.
- Accurately records, collates and reports workload statistics.
- Provides program activity and outcome reports, as required.
- Other duties as required

Organisational outcomes

- Operational management that is aligned with organisational direction and directives
- Effective coordination of hospital resources to ensure safe operational continuity
- Occupational Health and Safety Legislation, Acts and RDHS procedures are met.
- Ongoing quality improvement.
- Collaborative, productive and harmonious team environment
- High level of productivity is achieved

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KEY SELECTION CRITERIA

Essential

- Identify as Aboriginal or Torres Strait Islander
- Knowledge and understanding of Aboriginal family structure, Aboriginal culture and customs and its impact on health outcomes in Aboriginal communities.
- Demonstrated effective communication and interpersonal skills including the ability to develop collaborative partnerships.
- Demonstrated ability to effectively and efficiently plan and organize own workload.
- Demonstrated ability to work independently and as a member of a multi-disciplinary team with minimum supervision.
- Current clear police check and a working with children's check
- COVID-19 mandatory vaccination

Desirable

- Health related qualification
- Rural health experience
- Successfully worked with Aboriginal groups and/ or organisations to deliver recognised outcomes

Personal Behaviours & Attributes:

- Commitment to RDHS vision, mission and values
- Strong commitment to providing high levels of customer service (both internal and external stakeholders)
- Initiative, flexibility and ability to work independently as well as in a team
- High levels of self-motivation and initiative
- Ownership and accountability of one's work
- High levels of confidentiality and integrity (relating to both data and verbal communication)
- Passion for the community and making the extra effort to achieve the desired outcomes

KEY PERFORMANCE INDICATORS FOR THIS POSITION

- To meet the minimum requirements of the position as stated in this Position Profile and as expressly agreed with your Manager
- To meet the objectives as agreed in your Performance Review Plan
- Completion of all prescribed annual competencies

GENERAL RESPONSIBILITIES FOR ALL POSITIONS

People & Culture

- Employees must comply with and demonstrate the organizational values.
- All employees of RDHS are required to participate in an annual Performance Review and Planning process, ensuring all documentation is provided for the personnel file.
- All employees will undertake a departmental orientation induction program and complete training requirements relevant to the position, including all mandatory training requirements
- On an annual basis complete mandatory training requirements
- RDHS adopts and applies the Victorian Public Sector Code of Conduct. Each employee has the right to a work environment free from any form of workplace harassment and bullying.

Administration

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- Be conversant with RDHS policies and procedures and be able to demonstrate how to access relevant policies and procedures using the PROMPT system

Diversity and Inclusion

- Conducts self in a way that is respectful of others
- In collaboration with other staff, initiate and support training and events that promote diversity, inclusion and gender equity
- All staff are required to complete mandatory cultural awareness training

Occupational Health and Safety

- Each employee has the right to a safe working environment and should advise their Manager of any risk or condition likely to result in accident or injury.
- Ensure that work practices are carried out in such a manner that minimizes risks to patients/clients/care recipients/residents, other staff members and visitors
- Are confidently able to complete a VHIMS incident report and report safety issues immediately to their manager/supervisor and/or Safety Representative
- Ensure that infection control guidelines and requirements are known and incorporated into daily work activities
- RDHS is a totally smoke free work place.
- All employees of RDHS must comply with the health service's Infection Control Policy (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza and Covid-19.

Quality and Safety

- Demonstrate a commitment to the delivery of quality services
- Demonstrate a focus on partnering with consumers in the planning, delivery and evaluation of services and care, by actively seeking feedback and engaging consumers in their care planning as appropriate to employee role
- Ensure all RDHS activities are in accordance with the National Safety and Quality Health Service Standards (organisation wide)
- To actively participate in the review and continuous improvement of the quality and safety of clinical care including contribution to external accreditation processes
- To identify and make recommendations on opportunity to improve processes, quality and safe service delivery outcomes on clinical services provided as appropriate
- Be able to identify risks and follow RDHS Risk Management Policy and Procedure
- Have processes to monitor and evaluate the performance of the services provided by the work area

Authority and Conditions

- All employees of RDHS must sign a Confidentiality Statement. This is to ensure that employees shall not at any time during the period of employment, or at its completion, divulge either directly or indirectly to any person, confidential knowledge or information acquired during the course of this employment.
- All employees of RDHS are required to recognize consumer rights and operate within the Charter of Human Rights
- Operate in accordance with the Delegation of Authority Framework.

OTHER RELEVANT INFORMATION

- Appointment is subject to a six month qualifying period from the date of commencement
- Appointment is subject to satisfactory clearance of a current Police and Working with Children Check
- 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
- Management may alter this Position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s)
- A Probation Review will occur six (6) months from commencement, then annually taking account of the key roles and responsibilities outlined in this position description. In addition to reviewing performance (individual and work team), the annual meeting provides an opportunity to ensure role clarity, revise key performance activities/measure and set development objectives and goals for the year ahead



Position Description

I have read, understand and agree to comply with the duties and responsibilities of this Position Profile.

I accept the above Terms of Employment.

Name:

Signed:

Date:
