

Austin Health

Position Description



Position Title: Casual 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:	Casual leave replacement
Hours per week:	Negotiable
Reports to:	Manager- Ngarra Jarra Aboriginal Health Unit
Date:	April 2025

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

In accordance with the Equal Opportunity Act (2010) this position is open to applicants of Aboriginal and Torres Strait Islander descent.

This Aboriginal Hospital Liaison Officer (AHLO) position supports Aboriginal and Torres Strait Islander 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 and Torres Strait Islander services.

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

The AHLO in conjunction with other Aboriginal Health Unit team members and Manager 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 Ngarra Jarra Aboriginal Health Unit

The Ngarra Jarra Aboriginal Health Unit is committed to promoting culturally appropriate patient-centred care for Aboriginal and Torres Strait Islander patients.

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

We work in partnership with the multidisciplinary team to ensure Aboriginal and Torres Strait Islander patients and their families are provided with care that is effective and culturally safe.

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

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.
- Assist patients and families to access resources to help them manage their hospital stay.
- Provide social support assistance to Aboriginal and Torres Strait Islander 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 Torres Strait Islander patients.
- Contribute culturally appropriate solutions in relation to Aboriginal and Torres Strait Islander patient care and discharge planning.
- 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 through out the calendar year.

Quality Improvement

- Identify barriers that exist for Aboriginal and Torres Strait Islander People to access timely, culturally safe and appropriate care.
- 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 and Torres Strait Islander health, cultural awareness, and cultural safety.
- Participate in the Aboriginal Health Governance 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.

Cultural and Professional Development

- Attend Improving Care for Aboriginal Patients forums and 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 cultural supervision regularly for support and education.
- Work with the Manager to identify and address learning needs.
- 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.
- 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

Selection Criteria

Essential Knowledge and Skills:

- **Identify as Aboriginal or Torres Strait Islander.**
- Qualification or training in Health, Welfare, Community Development, Nursing or related fields
- Experience in providing support and advocacy for Aboriginal and Torres Strait Islander patients and families and maintaining positive relationships with the local community.
- A good understanding of the challenges faced by Aboriginal and Torres Strait Islander People entering a mainstream health service.
- An understanding of Aboriginal and Torres Strait Islander health issues, Victorian Health Systems, and policies at the local and state level.
- Have a sound knowledge and understanding of Aboriginal and Torres Strait Islander culture, society, and kinship networks.
- Demonstrated commitment and capability to make a positive difference in Aboriginal and Torres Strait Islander 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.
- 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.
- This position is required to work at all sites of Austin Health

Desirable but not essential

- Has knowledge and understanding of the Improving Care for Aboriginal and Torres Strait Islander Patients Department of Health Unit
- Experience in working in a hospital or community health setting.
- 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.

Document Review Agreement

Manager Signature	
Employee Signature	
Date	

Chief Allied Health Officer

Manager – Ngarra Jarra Aboriginal Health

Senior Aboriginal Health Liaison Officer

Aboriginal Health Liaison Officer

ED After Hours Aboriginal Health Liaison Officer

Casual Aboriginal Health Liaison Officer

