

Position Description

Casual Aboriginal Health Liaison Officer

Classification:	Community Development Worker Class 2B
Department:	Ngarra Jarra Aboriginal Health Unit
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026
Employment type:	Casual
Hours per week:	As required
Reports to:	Manager Ngarra Jarra Aboriginal Health Unit
Date:	November 2025

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

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.

In addition to supporting patients within the hospital, the AHLO plays a vital role in strengthening connections with community organisations and facilitating culturally safe transition of care. The AHLO actively engages with Aboriginal and Torres Strait Islander communities to promote health equity, advocate for culturally responsive services, and ensure continuity of care beyond the hospital setting

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

Working collaboratively with other First Nation Health Unit team members and Leadership, the AHLO contributes to the development and delivery culturally sensitive policies, practices, and processes across Austin Health. They will also help to facilitate education and training to hospital staff and community members, fostering mutual learning and respect.

About the Directorate/Division/Department

The Ngarra Jarra Aboriginal Health Unit sits within Austin Health's newly established **First Nations Health Unit**, a dedicated structure that reflects the organisation's deep and ongoing commitment to improving health outcome for Aboriginal and Torres Strait Islander patients.

Ngarra Jarra Aboriginal Health Unit plays a central role in promoting culturally safe, community-connect and patient-centred care across all three sites of Austin Health, Austin Hospital, Heidelberg Repatriation Hospital, and Royal Talbot Rehabilitation Centre. The Unit provides support across the continuum from the Emergency Department through inpatient services, ongoing ambulatory care and in Specialist Clinics.

The Unit works in partnership with the multidisciplinary team and community organisations to ensure Aboriginal and Torres Strait Islander patients and their families receive care that is not only clinically effective but also culturally respectful and responsive. This includes advocating for systemic change, strengthening community relationships, and embedding cultural safety into everyday practice.

This position is based within the Ngarra Jarra Aboriginal Health Unit, which forms part of First Nations Health unit within the Division of Allied Health and contributes to Austin Health's broader strategic vision for First Nations health equity and community empowerment.

Position responsibilities

Clinical

- Assist and support Aboriginal and Torres Strait Islander patients and their families through culturally appropriate advocacy, liaison, emotional support.
- Support patients and families to navigate the health system and liaise with clinical staff to ensure medical procedures and routines are explained in a culturally appropriate and understandable way.
- Advocate for the voices, values, and preferences of Aboriginal and Torres Strait Islander patients to be heard and respected by clinical staff, particularly in situations where patients may not be present, feel unsafe, or are unable to speak for themselves.
- Support patients to make informed decisions about their care, ensuring their cultural, spiritual, and community needs are considered.
- Assist patients and families to access resources to help them manage their hospital stay and transition back into community settings.
- Provide social support assistance to Aboriginal and Torres Strait Islander patients to access outpatient appointments, including coordination of transport and follow-up care.
- Refer patients to a range of services (internal and external), including Aboriginal Community Controlled Organisation and culturally safe providers.
- Actively collaborate with community agencies to co-design culturally safe care pathways and ensure continuity of care beyond hospital settings.



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- Document outcomes in the patient medical history and clinical systems, ensuring cultural context and advocacy efforts are appropriately recorded.
- 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, informed by community knowledge and lived experience.
- Develop and maintain strong, respectful relationship with key community-led & ACCO organisations and stakeholders.
- Professionally represent Austin Health at external forums and events.
- Contribute and participate in significant cultural events throughout the calendar year, supporting visibility and connection between Austin Health and Aboriginal communities.

Quality Improvement

- Identify and advocate for the removal of 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.
- Engage in quality improvement and consumer engagement activities that reflect First Nations perspectives.
- 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 Co-develop processes and programs with community input to enhance 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 relevant forums and workshops support professional growth and cultural capability.
- Support and co-facilitate training programs on Aboriginal health, cultural safety, and patient identification.
- Maintain organisational accountability requirements as described in relevant policies and procedures.
- Engage in regular cultural supervision and reflective practice.
- collaborate with the Manager to identify needs and development goals.
- Participate in annual performance development review.

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 principles of patient centred care
- Comply with Austin Health mandatory training and continuing professional development requirements



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- Work across multiple sites as per work requirements and/or directed by management

Selection criteria

Essential skills and experience:

- **Identify as Aboriginal or Torres Strait Islander.**
- Qualification or training in Health, Community Service and/or Development, Nursing or related fields
- Demonstrated experience supporting and advocating for Aboriginal and Torres Strait Islander patients and families in hospital and/or community health settings
- Proven ability to advocate for patient voices, especially in clinical environment where patients may feel unsafe or unable to speak for themselves
- Strong understanding of the challenges faced by Aboriginal and Torres Strait Islander People entering a mainstream health service.
- Knowledge of Aboriginal and Torres Strait Islander health issues, Victorian Health Systems, and policies at the local and state level.
- Deep understanding of Aboriginal and Torres Strait Islander culture, society, and kinship networks.
- Demonstrated commitment to improving health and wellbeing outcome for Aboriginal and Torres Strait Islander communities.
- Ability to build and maintain respectful relationships with Aboriginal Community Controlled Organisations (ACCOs), community leaders, and stakeholders.
- Effective communication skills with the ability to represent patient and community needs in clinical and organisational forums.
- Capacity to work collaboratively within multidisciplinary teams and across diverse clinical units.
- Ability to manage competing demands and navigate expectations from both community and mainstream health systems.
- Willingness and ability to work at all sites of Austin Health

Desirable but not essential:

- Tertiary or vocational education qualification (or working towards)
- Sound understanding of clinical systems and Microsoft Office suite

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.



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- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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