

Position Description

First Nation Patient Support Unit Lead

Classification:	HS6
Business unit/department:	Ngarra Jarra Aboriginal Unit
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☒ Other ☐ (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
	Choose an item.
	Choose an item.
Employment type:	Fixed-Term Part-Time
Hours per week:	23 hours
Reports to:	Director Of First Nations Health
Direct reports:	nil
Financial management:	nil
Date:	September 2026

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri 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.

As this is an Aboriginal and/or Torres Strait designated position, only applications from Aboriginal and Torres Strait Islander Peoples will be accepted. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

Austin Health is committed to improving health outcomes and experiences for Aboriginal and Torres Strait Islander Peoples through culturally safe, equitable and person-centred care. The First Nations Health Unit provides leadership in cultural safety, service improvement and the development of culturally responsive healthcare pathways across the organisation.

The Patient Support Unit (PSU) is a Department of Health funded initiative that supports planned surgery reform through waitlist management, patient engagement, pathway redesign and improved access to care. The PSU works across specialist clinics and planned surgery services to reduce barriers to treatment, support long-waiting patients and improve patient outcomes.

The First Nations Patient Support Unit Lead provides dedicated leadership for First Nations planned care initiatives, Leading the design and implementation of culturally safe pathways surgical and specialist clinic pathways. The role works collaboratively with patients, families, clinical teams and community partners to improve access to planned care and enhance the patient journey for Aboriginal and Torres Strait Islander peoples.

About the First Nations Health Unit & Patient Support Unit

Austin Health is deeply committed to reconciliation and improving health outcomes for Aboriginal and Torres Strait Islander Peoples. Our vision is to create a culturally safe and welcoming environment across all sites, guided by Austin Priorities, Cultural Safety Plan, and Aboriginal Employment Strategy.

The Patient Support Unit (PSU) is a Department of Health funded program that supports planned care reform through waitlist management, pathway redesign and improved patient access across specialist clinics and planned surgery services. A key PSU priority is improving access and outcomes for Aboriginal and Torres Strait Islander patients through the development of culturally safe patient pathways and care models.

The First Nations Patient Support Unit Lead provides leadership for the First Nations workstream of the PSU, working across Austin Health to strengthen culturally safe access to care, improve patient experiences and support better health outcomes for Aboriginal and Torres Strait Islander patients and families.

Position responsibilities

Pathway Design and Reform

- Lead the development of the First Nations Health Patient Facilitation Pathway.
- Support implementation of the Aboriginal Patient Journey Model across planned surgery pathways.
- Identify barriers experienced by Aboriginal and Torres Strait Islander patients throughout the planned care journey.
- Design and implement culturally safe solutions that improve access, attendance and treatment completion.

Patient Support Unit Delivery

- Provide First Nations leadership across Patient Support Unit workstreams.
- Work collaboratively with PSU Program Leads and Project Leads to ensure First Nations priorities are embedded within reform activities.
- Support redesign of specialist clinic and surgical pathways to improve patient experience and outcomes.



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- Contribute to initiatives aimed at reducing long waiters and improving access to care.

Stakeholder Engagement

- Foster partnerships with Aboriginal Community Controlled Health Organisations.
- Engage Aboriginal and Torres Strait Islander consumers, families and communities in service design.
- Provide cultural advice and consultation to clinical and operational teams.
- Work closely with the Ngarra Jarra Aboriginal Health Unit and other First Nations programs across Austin Health.

Quality & Safety

- Collect, analyse and report on First Nations patient pathway outcomes.
- Contribute to quarterly Department of Health PSU reporting requirements.
- Monitor performance measures relating to patient access, engagement and equity.
- Support continuous quality improvement activities

Quality & Safety

- Maintain a safe working environment and comply with Austin Health policies, procedures, and governance frameworks.
- Identify, escalate, and manage risks related to patient safety, cultural safety, workforce wellbeing, and service delivery.
- Participate in continuous improvement activities and quality assurance processes

Selection criteria

Essential:

- Aboriginal and/or Torres Strait Islander person.
- Demonstrated experience leading First Nations health programs, projects or service improvement initiatives.
- Strong understanding of barriers experienced by Aboriginal and Torres Strait Islander people accessing healthcare.
- Demonstrated experience in co-design, service redesign or project management.
- Experience working with Aboriginal Community Controlled Organisations and community stakeholders.
- Knowledge of Closing the Gap, cultural safety principles and health equity frameworks.
- Strong communication, consultation and stakeholder engagement skills.

Desirable:

- Experience in a hospital or health setting.
- Knowledge of accreditation standards and cultural safety frameworks.

Professional qualifications and registration requirements

- Relevant tertiary qualification in Health, Social Sciences, Community Development, or Project Management.
- Aboriginal and/or Torres Strait Islander applicants strongly encouraged.
- Post graduate qualifications in Management, Leadership or Public Health or progressing towards one of these strongly preferred

Quality, safety and risk – all roles

All Austin Health employees are required to:



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- 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.
- 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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