Position Description

Aboriginal Health Liaison Officer

Classification:	Community Development Worker Class 2B (XX7 - ON15)
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:	Part-Time
Hours per week:	32 (Monday- Wednesday & Fridays)
Reports to:	Manager Ngarra Jarra Aboriginal Health Unit
Date:	November 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

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

- Provide culturally appropriate advocacy, liaison, and emotional support for Aboriginal and Torres Strait Islander patients and families.
- Assist patients to navigate the health system and understand medical procedures in a culturally safe way.
- Advocate for patient voices and preferences, ensuring cultural, spiritual, and community needs are respected.
- Support informed decision-making and access to resources for hospital stay and transition to community.
- Respond to referrals from within the hospital, practically from the Emergency Department and provide immediate cultural support and advocacy for patients and families during critical care episodes.
- Coordinate outpatient support, including transport and follow-up care.
- Refer patients to internal services and external providers, including ACCOs.

- Collaborate with community agencies to ensure continuity of care and culturally safe pathways.
- Document cultural context and advocacy efforts in clinical systems.
- Work within multidisciplinary teams to achieve best health outcomes.
- Build and maintain respectful relationships with ACCOs and community stakeholders.
- Represent Austin Health professionally at forums and cultural events.

Quality Improvement

- Identify and advocate for removal of barriers to culturally safe care.
- Contribute to monitoring service delivery and outcomes.
- Participate in quality improvement and consumer engagement activities reflecting First Nations perspectives.
- Support co-design of processes and programs with community input.
- Participate in relevant committees and working groups.

Cultural and Professional Development

- Attend forums and workshops to support cultural capability and professional growth.
- Co-facilitate training programs on Aboriginal health and cultural safety.
- Maintain compliance with organisational policies and accountability requirements.
- Engage in cultural supervision and reflective practice.
- Collaborate with the Manager and/ or Senior AHLO on development goals and participate in annual performance 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
- Work across multiple sites as per work requirements and/or directed by management

Selection criteria

Essential

- Identify as Aboriginal or Torres Strait Islander.
- Demonstrated experience supporting and advocating for Aboriginal and Torres Strait Islander patients and families in hospital or community health settings.
- Strong understanding of cultural safety principles and challenges faced by Aboriginal and Torres Strait Islander people in mainstream health services.
- Knowledge of Aboriginal health issues, Victorian health systems, and relevant policies.
- Deep understanding of Aboriginal and Torres Strait Islander culture, kinship networks, and community structures.
- Ability to build and maintain respectful relationships with ACCOs, community leaders, and stakeholders.
- Effective communication and advocacy skills, including representing patient and community needs in clinical and organisational forums.

- Capacity to work collaboratively within multidisciplinary teams and manage competing priorities.
- Willingness to work across all Austin Health sites.

Desirable

- Qualification or relevant experience in Health, Community Services, Nursing, or related fields (or working towards).
- Familiarity with 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.
- 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.
- This position may require working day shifts and afternoon shifts to ensure continuity of support across all Austin Health sites and the Emergency Department.

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.