

# Position Description

## Senior Aboriginal Health Liaison Officer

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| <b>Classification:</b>  | Community Development Worker Class 3B  |
| <b>Department:</b>      | Ngarra Jarra Aboriginal Health Unit  |
| <b>Work location:</b>   | Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/><br>Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify) |
| <b>Agreement:</b>       | Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026<br>Choose an item.<br>Choose an item.  |
| <b>Employment type:</b> | Full-Time  |
| <b>Hours per week:</b>  | Negotiable   |
| <b>Reports to:</b>      | Manager Ngarra Jarra Aboriginal Health Unit  |
| <b>Date:</b>            | December 2025  |

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.**

The Senior Aboriginal Hospital Liaison Officer (AHLO) position advanced cultural advocacy and operational leadership within the Ngarra Jarra Aboriginal Health Unit. This role supports Aboriginal and Torres Strait Islander patients, families, and carers through culturally safe care, complex discharge planning, and navigation of health systems. It also mentors AHLO team members, leads cultural safety education, and contributes to quality improvement initiatives. The Senior AHLO works closely with the Manager to ensure operational excellence and supports the implementation of Austin Health's cultural safety priorities at the frontline of care.

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 advanced cultural advocacy and support for Aboriginal and Torres Strait Islander patients and families, including those with complex needs.
- 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.
- 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.



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- Refer patients to a range of services (internal and external), including Aboriginal Community Controlled Organisations and culturally safe providers.
- 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.

### Leadership & Operational Support

- Mentor and guide AHLO team members in best practice approaches.
- Provide secondary consultation and advice to staff on complex cultural issues.
- Assist the Manager with rostering, workload distribution, and service coordination.
- Represent Austin Health at operational-level forums and cultural events.

### Education & Capacity Building

- Develop and deliver cultural safety training programs for staff.
- Support cultural awareness initiatives and embed learning across the organisation.
- Provide expert advice on Aboriginal health issues to internal stakeholders.

### 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.
- Monitor compliance with cultural safety standards and contribute to audits.
- Analyse and report on Aboriginal health indicators and service performance.
- Drive continuous improvement initiatives informed by community feedback.

### Community Engagement

- Build and maintain strong relationships with ACCOs and community organisations.
- Contribute and participate in significant cultural events throughout the calendar year, supporting visibility and connection between Austin Health and Aboriginal communities.

### 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



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## Selection criteria

### Essential skills and experience:

- **Identify as Aboriginal or Torres Strait Islander.**
- Demonstrated experience supporting and advocating for Aboriginal and Torres Strait Islander patients and families in complex hospital and/or community health environments.
- Proven ability to mentor and guide team members, providing cultural and professional support.
- Experience in coordinating service delivery and contributing to operational planning.
- Deep understanding of Aboriginal and Torres Strait Islander cultures, kinship systems, and community structures.
- Strong knowledge of health issues impacting Aboriginal and Torres Strait Islander peoples, including social determinants of health.
- Sound understanding of Victorian health systems, hospital processes, and relevant legislation (Equal Opportunity Act, Cultural Safety frameworks).
- Ability to advocate for patient voices in clinical environments, especially where patients may feel unsafe or unable to speak for themselves.
- Highly developed interpersonal and communication skills, including the ability to influence and negotiate with diverse stakeholders.
- Capacity to manage competing priorities and navigate expectations from both community and mainstream health systems.
- Competence in data management, reporting, and quality improvement processes.
- Demonstrated commitment to improving health and wellbeing outcomes for Aboriginal and Torres Strait Islander communities.
- Ability to lead cultural safety education and embed culturally responsive practices across the organisation.

### Desirable

- Tertiary qualification in Health, Community Services, Social Work, or related field **or** extensive experience in Aboriginal health and cultural advocacy within hospital or health settings.
- Postgraduate qualifications in Management, Leadership, or Public Health (or working towards).
- Experience in project management and implementing quality improvement initiatives.
- Familiarity with clinical systems and Microsoft Office suite.
- Previous experience representing an organisation in community forums or health networks.

## 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.



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## 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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