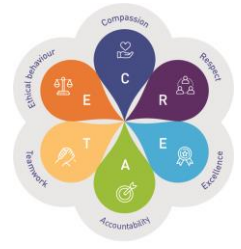




GVHealth

Goulburn Valley Health Position Description



CREATE. Outstanding.

Position Title:	Aboriginal Liaison Officer
Reports to:	Manager, Aboriginal and Torres Strait Islander Health
Department:	Health Independence Program (HIP)
Directorate:	Community Care & Mental Health
Cost centre:	N3303
Code & classification:	Community Development Worker Class 2A (XV10 - ON14)
Performance review:	Upon completion of probationary and qualifying period and annually or as requested
Employment conditions:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2026 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2024-26* provides the direction for GV Health with key elements summarised below.

Vaccination against COVID-19 and Influenzas are a mandatory requirement of this role. Vaccination against preventable diseases is also highly recommended. You will be required to provide evidence of your vaccination status during the application process.

OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.

Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.

Respect

- We respect the patient’s voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.

Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.

Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don’t compromise on our standards.

Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.

Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient’s privacy and trust;
- We stand up against unsafe practice.

CREATE Outstanding

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* to link GV Health’s purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

ROLE STATEMENT:

The Aboriginal Liaison Officer (ALO) reports directly to the Manager, Aboriginal and Torres Strait Islander Health within the Health Independence Program team. GV Health is committed improving community wellbeing through high quality health services, outstanding care and learning.

The Aboriginal Liaison Officer at Goulburn Valley Health is responsible for assisting the organisation to:

- Implement the Improving Care for Aboriginal Patients (ICAP) program;
- Work with the local Aboriginal and Torres Strait Islander community including engagement with the Rumbalara Aboriginal Cooperative.
- Implement GV Health policies and strategic directions aimed at improving Aboriginal health.
- Provide cultural security.

The Aboriginal Liaison Officer provides information and support to Aboriginal patients so that they can make informed decisions regarding their treatment and care; assists health care providers to meet the particular needs of Aboriginal patients and their families; and aims to increase the sensitivity of health care providers to Aboriginal health issues.

This position amongst others is responsible for promoting GV Health as a quality regional health service provider.

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Participate in planning, implementation and evaluation of the Partnership Agreement between GV Health and Rumbalara Aboriginal Cooperative and achievement of objectives outlined in the annual Outcomes Action Plan.
- Promote and embody a risk management approach in accordance with the GV Health Risk Management Program.
- Participate in GV Health initiatives to improve Aboriginal and Torres Strait Islander Health.
- Maintain regular contact and an effective working relationship between GV Health, Rumbalara Aboriginal Cooperative, University of Melbourne School of Rural Health, other health agencies, relevant government agencies and the local Aboriginal community.
- Represent GV Health at appropriate forums and public meetings, including meetings convened by the Department of Human Services Koori Human Services Unit or VACCHO, in relation to the Improving Care for Aboriginal Patients (ICAP) program.
- Provide advice and support to GV Health department managers and program staff regarding the provision of culturally safe and responsive services to Aboriginal patients.
- Continuum of Care
- Liaise with Aboriginal clients admitted to Goulburn Valley Health and identify their cultural support needs.
- Ensure that contact is made wherever possible, with Aboriginal patients admitted to Goulburn Valley Health, so that their needs for information and support can be identified and responded to.
- Provide assistance and advocacy if required, to Aboriginal patients and their families in:
 - Understanding hospital procedures.
 - Understanding explanations regarding diagnostic tests and treatment options, so that they can make informed decisions regarding their treatment and care.



- Participating in discharge planning and accessing appropriate follow-up services on their return home from hospital.
- Arranging non-urgent transport to and from healthcare facilities.
- Assist Aboriginal patients and their families to access and utilise other health services and relevant agencies in the broader community as well as Rumbalara Aboriginal Co-operative and other Aboriginal community-controlled organisations.
- Liaise with ALO's at other hospitals to ensure arrangements are in place for effective support of Aboriginal patients transferred between hospitals.
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas
- Ensure information and resources related to GV Health programs and services are provided to Aboriginal community members, organisations and professional networks.
- Ensure that community members are aware of the availability of the Minya Barmah room; maintain information displays; and ensure that supplies are maintained
- In conjunction with Rumbalara Aboriginal Cooperative, participate in the provision of cultural safety and /or cross-cultural training programs.
- Act as a resource person for cross cultural awareness on Aboriginal health issues for GV Health staff and students, and provide consultation in relation to individual client care.
- Ensure that potential hazards and/or incidents that occur in the workplace are documented and reported as per GV Health requirements.

QUALITY, SAFETY, RISK AND IMPROVEMENT

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Complete the mandatory training requirements as defined by GV Health
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements
- Identify quality and sustainability improvement opportunities within the scope of the role

OTHER REQUIREMENTS FOR NON-CLINICAL EMPLOYEES:

- Develop and maintain collaborative relationships with all other teams and professionals
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Uphold and protect consumer rights and maintain strict confidentiality
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of students where appropriate



- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Participate in committees and professional groups and disseminate relevant information to relevant employees
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health service provider.

KEY PERFORMANCE INDICATORS:

- Attendance and active participation at meetings as required
- Maintain an active interest in professional best practice in regard to Aboriginal health issues, and participate in relevant continuing professional development.
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process

Other Position Requirements

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

KEY SELECTION CRITERIA:

Mandatory

- Commitment to the GV Health Values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour.
- Relevant tertiary qualification or equivalent experience.
- Sound knowledge and understanding of Aboriginal culture, society and kinship networks, as well as the ability to communicate with, and be accepted by the local Aboriginal community.
- Understanding of Aboriginal health issues and priorities at a local and state level.
- Excellent communication, decision making, advocacy and negotiation skills.
- Demonstrated ability to develop and maintain communication and professional networks with Aboriginal communities, hospital staff and government agencies.
- Demonstrated skills and experience in the development of programs aimed at improving access for Aboriginal communities to mainstream services.
- Awareness of the Aboriginal Health Outcomes agreement between Goulburn Valley Health and Rumbalara Aboriginal Cooperative.
- The ability to work as a member of a team with a range of community and professional groups.
- Current drivers' licence.
- Evidence of full immunisation against COVID-19 and Influenza
- Satisfactory National Criminal History Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment

Desirable

- Demonstrated ability to develop and maintain statistical data bases.
- Relevant qualifications in health, community services or similar field would be an advantage.



Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

Clerical / Administration Role
<ul style="list-style-type: none"> • manual handling (pushing, pulling, lifting) • sitting, standing, bending, reaching, holding, lifting • computer work, data entry • general clerical at varying levels, • use of personal protective equipment • handling general waste • pushing and pulling trolleys / filing • work at other locations may be required • shift work in some roles • driving motor vehicles • dealing with anxious or upset consumers or members of the public

Reviewed by	Manager, Health Independence Program
Issued	August 2022
Reviewed	September 2024

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____ / / _____

(Print Name)