

# Eastern Health

## POSITION DESCRIPTION

|                                |  |
|--------------------------------|--|
| <b>Position Title:</b>         | Aboriginal Hospital Liaison Officer  |
| <b>Award Classification:</b>   | ON14 – Community Development Worker, Class 2A Y11  |
| <b>Award / Agreement Name:</b> | Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 |
| <b>Position Reports to:</b>    | 1) Team Leader<br>2) Manager   |

### EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



## **1. POSITION PURPOSE**

The Aboriginal Hospital Liaison Officer (AHLO) will ensure effective cultural support of Aboriginal and Torres Strait Islander patients within the hospital setting. The AHLO provides patient liaison and cultural support to patients across Emergency Department, acute, sub-acute and in patient services. The AHLO will ensure that culturally appropriate care is provided to Aboriginal and Torres Strait Islander patients and families at Eastern Health and will provide advice to staff on matters relating to Aboriginal cultural needs.

The AHLO in collaboration with the patient's treating team provides culturally supportive care and discharge back into the community, advising of appropriate Aboriginal and/or mainstream services specific to the patients preferences and needs.

The role plays in integral part in improving the identification of Aboriginal and Torres Strait Islander patients and acts as a cultural broker and educator between Aboriginal and non-Aboriginal staff and services.

## **2. MAJOR DUTIES AND/OR RESPONSIBILITIES**

Undertake work in a culturally appropriate manner:

- Advise treating teams of culturally appropriate mainstream health and Aboriginal Health organisations.
- Identify specific cultural frameworks within a client-centred health care approach.
- Work appropriately within a cultural framework with issues of relevance to local and broader Aboriginal and/or Torres Strait Islander clients and community.
- Provide information to colleagues and Aboriginal community members on Aboriginal identity and relevant cultural aspects of Aboriginality.
- Apply culturally appropriate approaches to bridge the gap between acute health services and the patients needs.
- Work with awareness of traditional Aboriginal healing and other non-western models of health care delivery and their place in holistic health settings.
- Maintain awareness of current Aboriginal and Torres Strait Islander health issues impacting on clinical practice and the development of Aboriginal health policy.

Maintain adherence to relevant confidentiality and informed consent policies and procedures:

- Inform patients of confidentiality and informed consent policies, procedures and/or rights.
- Comply with information security and confidentiality requirements in relation to patient and staff matters.
- Identify protocol in relation to clients who are unable to consent.
- Work in a culturally appropriate way to negotiate consent and disclosure.
- Ensure Aboriginal Hospital Liaison Officer referrals occur with permission/consent of client and within organisational confidentiality and privacy standards.

Work effectively with other health care professionals in an acute healthcare setting:

- Undertake activities within a multidisciplinary team in a manner that promotes cooperation, cultural sensitivities, and good relationships, including negotiating own and others' professional boundaries and facilitating positive outcomes through negotiation.
- Act as a cultural advocate between the patient and health professionals in the interest of effective health care.
- Build and strengthen professional relationships within the organisation.
- Encourage constructive feedback from others in the workgroup and respond accordingly.
- Follow relevant OHS/WHS requirements, in accordance with the organisations requirements.

Deliver high quality, culturally sensitive care.

- Assist in improving access for Aboriginal and Torres Strait Island people to Eastern Health services.
- Provide direct follow up, support and liaison with and on behalf of Aboriginal and Torres Strait Islander patients and their families whilst they are in the acute setting.
- Provide Aboriginal and Torres Strait Islander patients, carers and/or family members with a coordinated service approach to hospital admissions and discharge.
- Respond to ongoing queries regarding referrals.
- Ensure a record of referrals and discharge arrangements is included in case/patient notes.

Develop and support a referral and/or care plan for patients requiring further treatment:

- Consult with patients, treating team and family to identify and communicate the needs and preferences for referral to health, cultural and other services.
- Clarify the most appropriate referral and/or care plan option/s with patient, families and other key stakeholders.
- Support patient to make informed choices about the most appropriate referral options in relation to Aboriginal and mainstream services.
- Note and communicate to treating team and observed patients' behaviours of concern which may affect care and referral options.
- Document the agreed referral and/or care plan for the patients requiring further treatment.
- Facilitate in collaboration with the treating team. The implementation of the referral and/or care plan.

Arrange referrals to appropriate services for clients with specific needs:

- Confirm the appropriateness of the referrals with the nominated services providers.
- Ensure that the patient is informed and provides consent to referral and care plan arrangements.
- Provide culturally informed advice on the discharge arrangements in consultation with other appropriate health care professionals.

Follow up on referrals:

- Respond to ongoing cultural queries regarding referrals.
- Ensure a record of referrals and discharge arrangements is included in case/patient notes.
- Utilise basic IT skills to maintain records, including clinical notes and activity data.
- Act as a cultural advocate between the patient, family, internal and external professionals to provide effective health care.

Quality improvement:

- Participate in community education programs within the hospital setting.
- Involvement in cultural awareness education programs for staff.
- Participate in the development of appropriate policies and procedures.
- Contribute to reviewing and advising on the impact of external policies and practices.
- Contribute to the development, implementation and evaluation of quality improvement activities that address the needs and perspectives of Aboriginal and Torres Strait Islander peoples through participation in Aboriginal and Torres Strait Islander Steering Group meetings/forums as required.
- Maintain accurate and timely patient related demographic and activity data collection.

### **3. SAFE PRACTICE AND ENVIRONMENT**

#### **Occupational Health and Safety**

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

### **4. TRAINING AND DEVELOPMENT**

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

### **5. QUALITY**

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

### **6. CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

## 7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

## 8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

## 9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

## 10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

## 11. NOTE

*Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

*Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.*

*Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Manager

INCUMBENT STATEMENT

I \_\_\_\_\_ *(Incumbent Name)* have read, understood and accepted the above Position Description and associated Attachments.

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## ATTACHMENT 1

### KEY SELECTION CRITERIA

|                                |  |
|--------------------------------|--|
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#### Essential

- Relevant qualifications in community, social work or healthcare
- Be of Aboriginal and/or Torres Strait Islander descent
- Ability to maintain records for collection of statistical data
- A sound knowledge and understanding of Aboriginal culture, society and kinship networks as well as the ability to communicate with and be accepted by the Aboriginal community
- Demonstrated knowledge and experience of the provision of Aboriginal health services in the mainstream health, primary care or welfare sectors
- Well-developed oral and written communication skills and the ability to establish and maintain strong links across the acute health and emergency care sector as well as community and government providers
- Demonstrated ability to work independently as well as effectively within teams
- Ability to develop relationships with external service providers to ensure appropriate discharge for Aboriginal patients
- Willingness to undertake further training if required
- Current drivers licence
- Basic computer skills and understanding of Microsoft applications
- Flexibility to cover varying shifts, weekends, public holidays as required and develop with the role as it evolves.

#### Desirable

- Understanding of the operations of a major hospital or similar health care setting
- Qualification in social work, community welfare, nursing, community development or equivalent community health and or hospital-based experience.

#### Aboriginal & Torres Strait Islander Candidates

*Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.*

*An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at [Aboriginal.Workforce@easternhealth.org.au](mailto:Aboriginal.Workforce@easternhealth.org.au)*