Position Description

Role Title:	*Koori Hospital Liaison Officer*
Classification:	*Community Development Worker*
Industrial Agreement:	*Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026*
Work Unit/Location:	*Sale*
Reports to:	*Social Health Manager*

A. About the Service:

Central Gippsland Health Service (CGHS) is the major provider of health and residential aged care services in the Wellington Shire. CGHS serve an immediate population of 42,000 in Central Gippsland, while acute specialist services reach a wider community in East Gippsland.

Central Gippsland Health Service has more than 110 acute beds; approximately 180 high and low care residential aged care beds, as well as 15 independent living units. Acute services, situated at Sale, Maffra and Heyfield, include a 24-hour, seven day a week emergency department, operating theatres, day procedure unit, oncology and dialysis services. CGHS provides multi-disciplinary health services to Sale and Central Gippsland. The core services include delivery of Acute Hospital Care, Rehabilitation, Aged Care Services, Outpatient Services, Home Based Services and Community Health.

Community and home support services are provided throughout the Shire of Wellington (with the exception of Yarram and District) with centers in Maffra, Sale, Heyfield, Rosedale and Loch Sport. Residential aged care services are provided at Sale, Maffra and Heyfield.

The Social Health Team forms a vital component of the broader range of services available to clients to enable culturally appropriate, person centred and coordinated care. The Koori Hospital Liaison Officer is a key part of this team, supporting planning and evaluation processes which ensure that cultural needs of the Koori community are addressed when referrals and service needs are being considered, particularly in regard to discharge planning.

B. Purpose of the Position:

This position will work collaboratively to provide an effective Koori Hospital Liaison Service at CGHS.

This will occur within the principles of care coordination, where patients/clients/residents have access to a highly coordinated health care and community support system.

This position is an autonomous position that works with and is supported by the Social Health Team. The Koori Hospital Liaison Officer works closely with the Aboriginal community and with the local Koori community organisations and services, particularly Ramahyuck District Aboriginal Corporation. The Koori Hospital Liaison Officer will also work closely with a range of staff from other departments focusing particularly on cultural education.

C. Key Objectives, Duties and Responsibilities:

- Supporting Aboriginal and Torres Strait Islander inpatients at Central Gippsland Health Service, so as to optimize their health and wellbeing outcomes. This will occur through directly working with these clients and their families on a day to day basis, and providing them with a variety of information relevant to their situation, such as information about the health service, the daily routine, diagnostic tests and treatment options.
- Advocating for Aboriginal and Torres Strait Islander clients through linking in the relevant staff and clinicians, to as to enable good understanding of their situation.
- Actively participate in the care coordination process for these clients.
- Provide leadership in cultural competency by engaging in capability development for staff and relevant others – through day to day interactions, and the more formalized cultural competency learning for CGHS staff.
- Provide leadership in enabling the welcoming environment for Aboriginal and Torres Strait Islander peoples. This will include activities such as NAIDOC week, the Aboriginal and Torres Strait Islander Advisory Committee, and others as relevant.
- Provide leadership in supporting Aboriginal employees at CGHs, particularly trainees.

- Provide clear and concise documentation related to service delivery – including client/patient notes and reports.
- Attend and participate in relevant committees, clinical team meetings, case conferences and family meetings.
- Engage in and continue to strengthen strategic relationships with other departments, professionals and other agencies, including Ramahyuck District Aboriginal Corporation.
- Comply with guidelines and requirements of funding and compensable bodies, including statistical data collection requirements.
- Maintain an awareness of budgetary and funding issues with guidance from the Social Health Manager

D. Generic Responsibilities:

- Demonstrate a high standard of ethical behaviour and professional practice at all times.
- Actively participate in quality activities and accreditation processes in accordance with standard practice.
- Manage OH&S consistent with overall OH&S programs, policies and procedures within CGH and also: look after your own health; look out for the health and safety of others in the workplace; follow safe work practices; report hazards and injuries; participate in agency health promotion initiatives and support healthy lifestyle choices for staff.
- Contribute extensively to the development of an annual capability development plan designed to support you to:
    - achieve your personal goals and objectives;
    - live ethically within your personal value system; and
    - enthusiastically support CGH to achieve our strategic and service delivery goals and objectives.
- Support patient, client and community participation in decisions in all aspects of the service.
- Work within CGH policies, procedures and code of conduct.
- Remain 100 % compliant with mandatory and specific competencies and education as it relates to your specific role and responsibility every 12-24 months as per CGH Mandatory Competencies procedure. This may include:
    - Fire Safety
    - Manual Handling / Back Care
    - Minimal/No Lift (As appropriate)
    - CPR (As appropriate)
    - Infection Control – as it relates to the employees designated work role
    - Others

E. Leadership Capabilities

Capability Heading		Level of Capability
1. Leads Self	- Is self-aware - Seeks out and takes opportunity for personal developments - Has strength of character - Links own performance to the performance of CGH	Beginning
2. Engages Others	- Values diversity and models cultural awareness - Employs a collaborative approach to innovation and change - Strengthens consumers, colleagues and others	Capable
3. Achieves Outcomes	- Influences and communicates the direction - Is focussed and outcome orientated - Evaluates progress and is accountable for results	Capable
4. Enables and Supports Innovation	- Champions the need for innovation and improvement - Builds support for change - Positively contributes to spreading innovative practice.	Beginning
5. Shapes Systems	- Understands and applies systems thinking - Understands and works through resistance and other impediments to change - Demonstrates political awareness and builds	Capable

	support for change	

F. Technical Capabilities

- Professional and ethical direct practice.
- Ability to manage a clinical caseload which encompasses the acute, community and residential aged care settings, which focusses on the cultural needs of the client
- Ability to balance competing priorities and work demands and identify and respond appropriately to critical and urgent clinical needs
- Ability to sensitively establish, maintain and adapt effective therapeutic partnerships with individuals their caregivers and family within the Aboriginal community
- Ability to advocate for Aboriginal clients/patients in regard to their identified goals.
- Ability to work collaboratively with all members of the multidisciplinary team (internal and externally) to facilitate integrated person-centred care leading to timely and effective client discharge.
- Competently engages in clinical team meetings, case conferences and family meetings.
- Ability to contribute to the establishment and maintenance of strategic relationships with other departments, other professionals and community agencies.
- Ability to provide clear and concise documentation related to service delivery.
- Ability to support crisis intervention and be involved in and support crisis related incidents as necessary.
- Has expertise in building the capacity of health team members and the wider community to understand and respond to complex Aboriginal health needs for individuals, their caregivers, and their family.
- Actively participates in activities that promote the continuing development of quality Aboriginal health services care – including clinical supervision.
- Ability to provide education sessions to staff at CGHS and consumers as required
- Ability to support and facilitate learning opportunities to undergraduate students from all disciplines

G. Job Requirement Criteria

Mandatory:	1. Certificate IV Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent qualification in health or Aboriginal related field. 2. Current driver's license 3. Clear Police Check 4. A sound knowledge and understanding of Koori culture, society and kinship networks, as well as the ability to communicate with and be accepted by the local Koori community. 5. Well-developed interpersonal skills, written and verbal. 6. The ability to develop and maintain communications with the local Koori community, relevant health service staff, other mainstream agencies, and government departments. 7. Assist in the development of strategies and guidelines for programs that could improve access to mainstream services by the local Koori community. 8. Demonstrated ability to record and maintain statistics.
Other:	A Police Record Check regarding any criminal record will be required prior to finalisation of the appointment and updated every three (3) years. This Position Description will be reviewed on an annual basis in keeping with changing requirements.

Reviewed By:	DCAH
Last Review Date:	April 2026
Date to be Reviewed:	April 2027

I have read and understand the contents of the position description:

Employee's Signature: Date: / /