

POSITION DESCRIPTION

Position Title	Aboriginal Health Liaison Officer
Directorate	Chief Executive Officer
Manager	Aboriginal Health and Inclusion Coordinator
Direct Reports	No
Enterprise Agreement	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers Enterprise Agreement 2025-2027)
Classification	HS3
Employment Status	Refer to contract of employment
Hours of work	Refer to contract of employment
Amendment Date	June 2026
Our Organisation	
Dhelkaya Health is a new health service on Dja Dja Wurrung country; it is the coming together of Castlemaine Health, Maldon Hospital and CHIRP Community Health. Dhelkaya Health is shaping a better health system for the people of Mount Alexander Shire and beyond, while staying true and local in everything it does. Dhelkaya Health delivers a diverse range of inpatient, outpatient, aged care, community health and outreach services to Mount Alexander Shire. It also delivers assessment, rehabilitation and allied health services to neighbouring shires. Dhelkaya Health is committed to the quality, accessibility and sustainability of acute, aged and community-based healthcare, and family and housing services. Dhelkaya Health has campuses in Castlemaine and Maldon.	
Position Overview	
The Aboriginal Hospital Liaison Officer (AHLO) will ensure effective and cultural support of Aboriginal and Torres Strait Islander patients within the hospital setting. The AHLO will ensure that culturally appropriate care is provided to Aboriginal and Torres Strait Islander patients and families and carers at Dhelkaya Health and will provide advice to staff on matters relating to Aboriginal cultural needs. The role will work to improve the delivery of culturally appropriate services across Dhelkaya Health. An integral component of the role is in improving the identification of Aboriginal and Torres Strait Islander patients and acting as a cultural broker and educator between Aboriginal and non-Aboriginal staff and services.	
Specific Accountabilities	
• Work with the local Aboriginal Community to implement and review Dhelkaya Health's Aboriginal Employment Plan • Undertake initiatives to improve the cultural responsiveness of the Dhelkaya Health workforce including the facilitation and/or organisation of cultural appreciation training. • Work appropriately within a cultural framework with issues of relevance to local and broader Aboriginal and/or Torres Strait Islander clients and community • Apply culturally appropriate approaches to bridge the gap between acute health services and the patients' needs • Undertake activities to assist Dhelkaya Health to comply with relevant safety and quality standards	

- Facilitate a two-way understanding of the need to balance Aboriginal cultural needs and health service needs by acting as a cultural advocate between Aboriginal Hospital inpatients and outpatients and health staff.
- In consultation with Aboriginal People identify gaps in mainstream service delivery
- Carry out any other duties as required commensurate with skills, knowledge, experience/qualifications and position classification.
- To contribute as an effective team member by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.

Organisational Accountabilities

Gender Diversity, Equality, and Inclusion

Promote an inclusive, respectful workplace by supporting our commitment to gender diversity and equality. Embrace inclusive practices in interactions with colleagues, patients, and the community, fostering a welcoming and compassionate environment. Stay open to learning about gender diversity, and help us create a health service where everyone feels valued and empowered

Confidentiality

All staff members must comply with the principles of confidentiality relating to patients, residents, clients and other staff members.

Infection Control

All staff members are responsible for minimising the risk of patients, residents, clients, visitors and other staff members acquiring or being exposed to infections arising from activities within the health care environment. Staff members are to support risk management strategies by adhering to relevant Infection Control Guidelines.

No-Smoking Policy

To ensure a healthy and safe work environment for staff, volunteers, patients, residents, clients and visitors, smoking is not permitted on health service grounds, in buildings and offices or in any vehicle.

Occupational Health & Safety

All staff members have the right to a safe working environment and should advise their direct line manager of any risk or condition likely to result in accident or injury. All staff members have the responsibility to take reasonable care of their own health and safety, to co-operate with OH&S policies, and to participate in appropriate safety education and evaluation activities.

Organisational Values

All staff members must demonstrate and uphold their health service's vision, mission and values. This includes accepting accountability and responsibility for their actions, demonstrating a commitment to ongoing education and professional development, and working within current scope of practice.

Empathetic – We are caring, compassionate and kind

Inclusive – We are welcoming, trustworthy and warm

Professional – We are dependable, expert and ethical

Transformative – We are curious, progressive and creative

Pre-Employment Security Screening

All staff members must obtain and/or maintain a current and satisfactory National Police Check for the duration of employment. A Working with Children Check and National Disability Insurance Scheme (NDIS) check may also be required for particular positions.

Quality Improvement

Staff members are required to participate in Continuous Quality Improvement programs to encourage excellence of care and ensure effective and safe use of resources. Staff members have a role and responsibility in identifying opportunities

for improvement and implementing strategies to do so.

Our Health Services are committed to providing an environment that promotes quality learning and further education. Where relevant, staff are required to contribute to the planning and delivery of further education placements, participate in appropriate staff development, training and education opportunities and share knowledge with other staff members.

All staff members are required to participate in regular formal and informal performance review meetings.

Risk Management

All staff members have a duty to take a proactive role in contributing to the identification, management and reporting of risks, including near misses and hazards. Staff members who identify a risk are required to take first line action to minimise the risk and to then report it to their direct line manager for further management. All staff members are required to report any incidents that occur during the course of their duties.

Workplace Behaviour and Codes of Conduct

- All staff members are required to carry out lawful and reasonable directions as outlined in this position description or as delegated to them
- All staff members are required to comply with the legal requirements associated with general employment and those specific to their qualifications and area of work
- Where required, Staff members must abide any professional standards and codes of conduct and ethics issued by the professional association relevant to their discipline
- All staff members are required to demonstrate behaviours that are consistent with Dhelkaya Health's Codes of Conduct including the Code of Conduct for Victorian Public Sector Employees, Aged Care Code of Conduct and the NDIS Code of Conduct.
- All staff members have the right to equal opportunity and a work environment free from any form of discrimination, workplace harassment and bullying.
- All staff members must adhere to their Dhelkaya Health's policies in this regard and participate in education and training.

Qualifications

Although there is no mandatory qualification needed for this position qualification or experience in a relevant field would be an advantage (i.e. Aboriginal Health, Project Management, Human Resources)

Essential:

- A sound knowledge and understanding of Aboriginal culture, society and kinship networks
- Computer skills and the ability to effectively utilise the Microsoft office suite

Desirable:

- Diploma of Community Services
- Previous experience in health would be highly advantageous

Key Selection Criteria

- Demonstrated ability to develop positive working relationships with employees, Line Managers/Executive Team.
- Experience in communicating/consulting with Aboriginal people and communities, with a clear understanding of Aboriginal culture and protocols
- Demonstrated ability to work independently as well as effectively within teams
- Effective written and verbal communication skills, including the ability to prepare reports and grant submissions
- Experience in developing and implementing a project plan in collaboration with relevant stakeholders.
- Willingness to undertake further training if required

Additional Information

Diversity and Inclusion

Diversity is important to Dhelkaya Health because we want a workforce that is as diverse as the communities we work with. Our staff are encouraged to draw from their identity - in lived experience, ethnicity, race, age, disability, sexuality, neurodiversity, gender, culture and belief - in being part of a workplace that is safe, respectful, welcoming and inclusive.

Health and Wellbeing

Our health service has a strong commitment to staff wellbeing and supports the professional growth and accountability of all staff through organisational supervision and a multidisciplinary team approach.

Innovation

Staff members recognise that innovation contributes to the successful delivery of contemporary health services to the community. All staff members are encouraged to demonstrate innovation through exploring ideas that solve problems and create solutions.

Person Centred Care

Person Centred Care (PCC) is a philosophical approach to how health services provide care to patients, residents, clients and interact with other customers, including staff, volunteers and visitors. PCC is based on the principles of respect, value of the individual and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs. PCC is underpinned by a culture of collaboration and partnership and all staff of our health services are required to adhere to these principles.

Social Model of Health

Where programs and services operate within the Social Model of Health, an understanding of the social determinants of health will be incorporated in the planning and delivery of programs and services. Staff members will engage and partner with clients and communities to achieve optimal health outcomes.

Other

- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- This Position Description may be amended and activities added or removed as the need arises. Any such amendments will be made in consultation with the relevant staff member/s.

Employee Acceptance

I acknowledge that:

- I have read and understood the requirements of the position as outlined in the Position Description.
- I possess the necessary skills, knowledge, experience and abilities to successfully perform in this position

Name (print):

Signature:

Date:

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