



HSS REGISTERED

Aboriginal Health Liaison Officer

Health Salaried Officers Agreement: Level G5

Position Number: 602856

Community & Population Health Service

Royal Perth Hospital / East Metropolitan Health Service (EMHS)

Reporting Relationships

Manager Aboriginal Health
HSO Level: G9
Position Number: 602850



Program Coordinator
HSO Level: G7
Position Number: 603257



This Position



Directly reporting to this position:

- Nil



Also reporting to this supervisor:

- Aboriginal Health Liaison Officer, Level G5, 3.00FTE

Key Responsibilities

Provides patient centred care to Aboriginal clients within the tertiary hospital space and within the community when discharging from Royal Perth Hospital. Responsible for cultural support and health education, care coordination and case management, advocates and negotiates with other health professionals, liaises with primary care health providers to improve the Aboriginal patient journey within the East Metropolitan Health Service catchment area.

EMHS Vision and Values

Our Vision

***Healthy people, amazing care.
Koorda moort, moorditj kwabadak.***

Healthy people refers to the commitment we have as an organisation to ensure our staff, patients and the wider community have access to comprehensive healthcare services, in order to maintain healthy lives.

Amazing care reflects the sentiment of those consumers accessing our healthcare services from feedback provided to us. This common statement resonates with the health service, and reflects our intentions in our practice and work every day.

As a health service which celebrates diversity of culture and languages, it is also important that our vision is shared in the Noongar language.

Our Values

Our Values reflect the qualities that we demonstrate to each other and our community every day. Our staff make a difference every day to the patients, families and consumers they provide care, advice and support to. The EMHS values capture the shared responsibility that we uphold as most important, which are:

- **Kindness** – kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.
- **Excellence** – excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.
- **Respect** – we demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect.
- **Integrity** – integrity is doing the right thing, knowing it is what we do when people aren't looking that is a true reflection of who we are.
- **Collaboration** – collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.
- **Accountability** – together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.



Royal Perth Hospital staff share a strong sense of pride in the longstanding principles of Servio, Latin for 'to serve' which adorns our historic crest. The principles of this statement, adopted in 1937 bear testimony to the longstanding tradition of excellence in service that we strive to perpetuate into the future.

Brief Summary of Duties (in order of importance)

1. Health Education, Clinical Care & Liaison

- 1.1 Works as part of a team to provide health education, primary health care, individual case management care coordination and health promotion services to the Aboriginal Community in the EMHS catchment area.
- 1.2 Assesses new Aboriginal referrals, confirms contact details and liaises with other Aboriginal service providers for the client.
- 1.3 Ensures client has a GP and supports the client as required to access specialist services and medical assessment services.
- 1.4 Provides health consultation and education using self-management, principles, with a community development focus.
- 1.5 Enhances access to health services for community members when required.
- 1.6 Actively encourages and supports clients/families/communities to engage in activities which maximise health gain.
- 1.7 Uses appropriate clinical skills for detection of health issues, monitoring those with diagnosed health problems and supporting their access to health services.
- 1.8 Participates in a multidisciplinary health service to ensure patient-centred care.
- 1.9 Maintains appropriate, legible records and ensure security and confidentiality of client information.
- 1.10 Accurately records data, collates and reports workload statistics.

2. Community Liaison/Consultation

- 2.1 Encourages community involvement and utilises existing networks and resources in health program development to promote integration of services and community ownership of health care.
- 2.2 Promotes public relations between staff/clients and the community and acts as a resource on issues relating to Aboriginal Health including advising on models of care.
- 2.3 Identifies Aboriginal Health needs and participates in the development and review of Aboriginal Health programs.
- 2.4 Provides representation on professional and health working parties and committees as required.
- 2.5 Participates and attends meetings and conferences as required.

3. Professional

- 3.1 Undertakes activities to develop and maintain professional skills at an advanced level, including health promotion, chronic disease self-management education and clinical skills.
- 3.2 Participates in regular performance management with supervisor.
- 3.3 Provides supervision and cultural support to Aboriginal Health students.
- 3.4 Provides cross-cultural training for East Metropolitan Clinical Services and Population Health staff, relevant government and non-government agencies and Aboriginal communities as required.
- 3.5 Contributes to the development of policy and procedures in relation to the promotion of health and management of health issues in Aboriginal health.
- 3.6 Performs duties in accordance with Government, WA Health program specific policies and procedures.
- 3.7 Provides program activity and outcome reports, as required.
- 3.8 Manages and organises workload with minimum supervision.

4. Other

- 4.1 Provides program activity and outcome reports, as required.
- 4.2 Provides support, guidance and advice to other members of the Community & Population Health team in the area of Aboriginal Health.

5. EMHS Governance, Safety and Quality Requirements

- 5.1 Participates in the maintenance of a safe work environment.
- 5.2 Participates in an annual performance development review.
- 5.3 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 5.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 5.5 Performs duties in accordance with Government, WA Health, East Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 5.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

6. Undertakes other duties as directed.

Work Related Requirements

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the EMHS Values.

Essential Selection Criteria

1. Under section 50d of the Equal Opportunity Act 1984, Aboriginality is essential.
2. Relevant qualifications in the (a) Indigenous Community Health Program or (b) Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice through an accredited education provider; an accredited alternative qualification delivering competencies equal to those in either (a) or (b) above.
3. Demonstrates a strong commitment and ability to working independently without supervision and also with others in an Aboriginal Health team, a mainstream organization and Aboriginal communities.
4. Demonstrates an ability to provide cultural leadership with diverse Aboriginal communities, mainstream health services and Aboriginal and non-Aboriginal community agencies.
5. Demonstration of ability to develop and provide effective health liaison, health education, case management, care coordination and health promotion services in partnership with Aboriginal people and communities.
6. Demonstrates an ability to apply organisational policies, procedures and guidelines to the workplace.
7. Current "C" or "C.A." class drivers licence.

Desirable Selection Criteria

1. Previous experience in a health care or community service setting.
2. Ability to analyse and resolve complex issues.
3. Demonstrated computer literacy skills.
4. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Working With Children (WWC) Check, compulsory check for people who carry out child-related work in Western Australia.
- Evidence of current "C" or "C.A." class drivers licence.
- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Manager / Supervisor Name	Signature	or	HE Number	Date
Dept. / Division Head Name	Signature	or	HE Number	Date

As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Occupant Name	Signature	or	HE Number	Date
Effective Date				

HSS Registration Details (to be completed by HSS)

Created on	Last Updated on	December 2019
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