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| **Position Title** | First Nation Liaison Lead |
| **Position Number** |  |
| **Department** | Development and Improvement |
| **Classification** | Negotiated upon experience and skills |
| **Agreement** | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025 |
| **Reports to:** | Director Development and Improvement |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

The First Nation Liaison Lead is responsible for promoting and supporting First Nation cultural safety practices at East Grampians Health Service. The position will function as an Aboriginal Hospital Liaison Officer (AHLO), support health service cultural safety initiatives and strengthen relationships with local First Nation organisations and groups.

**Department / Unit Specific Overview**

The Development and Improvement Department supports EGHS by delivering, implementing and monitoring systems and processes that provide the framework for good clinical governance. It also encompasses the EGHS Research Unit.

**Our Values**

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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Integrity.jpg** | **Integrity** | We value integrity, honesty and respect in all relationships |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Community.jpg** | **Community** | We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Working_Together.jpg** | **Working Together** | We value equally all people who make a contribution to EGHS to achieve shared goals |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Learning_Culture.jpg** | **Learning Culture** | We strive to continually lead and develop through education, training, mentoring and by teaching others. |

**Organisational Context**

East Grampians Health Service (EGHS) is a rural health service located in Ararat and Willaura in Western Victoria. EGHS is an integral part of a thriving community and is committed to providing quality health and wellbeing services to people of all backgrounds.

Serving a diverse community, EGHS delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, consumers and the community.

**Our Vision**

East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.

**Our Purpose**

To meet people’s health needs through leadership, strong partnerships and wise use of resources.

**Strategic Actions**

See [Strategic Plan 2023 – 2027](https://intranet.eghs.net.au/Files/Publications/EGHS%206pp%20DL%20Strategic%20Plan%20(2023-27).pdf).

**Organisational Responsibilities**

* Be aware of and work in accordance with EGHS policies and procedures, including:

[Victorian Public Sector - Code of Conduct](https://vpsc.vic.gov.au/wp-content/uploads/2015/03/VPSC_Code_VPSE_WEB.pdf)

[Confidentiality, Security and Management of Information - SOPP 24.02](https://app.prompt.org.au/download/212511?code=5d442723-b08d-4b82-89fd-8af3921b55d0)

[Hand Hygiene - SOPP 70.18](https://app.prompt.org.au/download/212553?code=a486529d-4f8b-4c5d-87e9-0677d33410ac)

[Occupational Health and Safety - SOPP 72.09](https://app.prompt.org.au/download/212266?code=30bd9101-9aed-4e89-b831-6fa3f5259387)

[Person Centred Care - SOPP 60.20](https://app.prompt.org.au/download/212400?code=b1b12d5e-e692-4050-97d2-43a017eae1ae)

[Safety - SOPP 72.13](https://app.prompt.org.au/download/212267?code=c44edf2f-251e-4e14-b4ca-768f1953d544)

[Performance Development - SOPP 35.27](https://app.prompt.org.au/download/212614?code=fb4b7ac9-47f4-4a51-9f1d-532615eed103)

[Risk Management - SOPP 74.01](https://app.prompt.org.au/download/212447?code=f566d6fd-4a43-41b3-9411-3994e7bb929e)

[Child Safe – SOPP 57.24](https://app.prompt.org.au/download/212379?code=371643ca-b971-4108-ad32-9be038f25930)

* Be respectful of the needs of patients, consumers, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
* Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates to your area of work and associated accreditation.
* Undertake other duties as directed that meet relevant standards and recognised practice.
* Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
* Identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients, consumers and visitors
* Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
* Participate in all mandatory education and orientation sessions as outlined by EGHS.

East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

**Responsibilities and Major Activities**

**Aboriginal Hospital Liaison Officer** **(AHLO)**

* Provide information and cultural support through advocacy and liaison for First Nation clients and their families navigating the health system spanning urgent, inpatient, residential and community care.
* Enter client contacts into the patient administration system.

**Liaison**

* Actively work with and educate health service staff to facilitate First Nation culturally responsive service provision.
* Promote and coordinate nationally recognised significant First Nation cultural day celebrations.
* Assist with activities that align with the EGHS First Nation cultural safety plan and other initiatives as allocated.
* Monitor and report against the progress of action plans to ensure completion of tasks.
* Develop and provide training for the health service Board and staff members on relevant topics.
* Attend committee (or similar) meetings to promote and provide reports on First Nation cultural safety.
* Maintain and monitor statistics on First Nation presentations to the health service.
* Prepare reports on First Nation activities and issues as required.
* Participate in the development of appropriate policies, procedures and communication materials (e.g. for the website or intranet) which support First Nation cultural safety.
* Contribute to the development, implementation and evaluation of quality improvement activities that address the needs and perspectives of First Nation people.
* Support engagement and community consultation with relevant First Nation people and organisations.
* Provide education to local First Nation people and organisations to enhance their understanding of health services.

**Key Performance Indicators**

Key performance measures are how you will be measured as to meeting the responsibilities of the position listed above. These measures will be used as a part of the Performance Development Plan (PDP) to be commenced within the first six months of the appointment and then to be reviewed on an annual basis.

* Submission of the annual cultural safety plan by the due date.
* Completion of actions against the Cultural Safety Plan.
* Achievement of the target for First Nation direct client contact each quarter.
* Demonstration of leadership and application of knowledge in the advancement of cultural safety.
* Demonstration of the values of East Grampians Health Service in action.

Key Selection Criteria

**Essential Criteria:**

* **Must identify as being of Aboriginal and/or Torres Strait Islander descent**.
* A sound knowledge and understanding of First Nation culture and society, including First Nation approach to health (or a willingness to develop this).
* Knowledge of issues that impact the health and wellbeing of people in the rural setting (e.g. social determinants of health).
* Strong communication skills to actively engage with First Nation consumers, families, health service staff and external agencies.
* Experience in the development and delivery of tailored training which achieves its objectives.
* Demonstrated sound organisational and administrative skills (including Microsoft Office programs), including the ability to prepare plans, submissions and reports.
* Current driver’s license.

Must comply to having or completion of:

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)
* NDIS worker exclusion check (renewed every 5 years)
* Immunisation requirements (annually)

**Desirable Criteria**

* Demonstrated experience in working constructively with First Nation communities and personnel, in particular an ability to work collaboratively with relevant external organisations.
* Experience in providing support and advocacy for families.
* Experience in the healthcare setting.
* Demonstrated ability to identify, and actively participate in, quality improvement activities and positively influence change as required

**Acknowledgement**

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| Employee Name | |
| Employee Signature | Date |
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| Manager Name |  |
| Manager Signature | Date |
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| Developed Date (MM,YY) | 09,25 |
| Developed By Name | Jaclyn Bishop |
| Developed by Title | Director Development and Improvement |