

POSITION DESCRIPTION



Position Title	First Nation Health Liaison Officer
Position Number	NEW
Department	Development and Improvement
Classification	Dependant of qualifications & experience
Agreement	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026
Reports to:	First Nations Liaison Lead

Position Purpose:

The First Nation Health Liaison Officer is responsible for promoting and supporting First Nation cultural safety practices at East Grampians Health Service and strengthening 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.

Our Values



Integrity

We value integrity, honesty and respect in all relationships



Excellence

We value excellence as the appropriate standard for all services and practices



Community

We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background



Working Together

We value equally all people who make a contribution to EGHS to achieve shared goals



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](#).

Organisational Responsibilities

- Be aware of and work in accordance with EGHS policies and procedures, including:
 - [Victorian Public Sector - Code of Conduct](#)
 - [Confidentiality, Security and Management of Information - SOPP 24.02](#)
 - [Hand Hygiene - SOPP 70.18](#)
 - [Person Centred Care - SOPP 60.20](#)
 - [Occupational Health, Safety and Wellbeing - SOPP 72.09](#)
 - [Performance Development - SOPP 35.27](#)
 - [Risk Management - SOPP 74.01](#)
 - [Child Safe – SOPP 57.24](#)
- 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

- 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.
- Promote and coordinate nationally recognised significant First Nation cultural day celebrations.
- 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 demonstrate meeting the responsibilities of the position. These measures will be used as a part of the Personal Development Plan (PDP) to be commenced within the first six months of appointment and then reviewed on an annual basis.

- Demonstrates practice within the Vision, Purpose and Values of EGHS.
- Achieves the target for First Nation direct client contact each quarter.
- Coordinates at least one First Nation cultural celebration.
- Attends at least one external event for First Nation people.

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.

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.
- Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care Practice (or equivalent). Those without a relevant qualification must be willing to enrol and study an approved course.



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)

Acknowledgement

Employee Name	
Employee Signature	Date
Manager Name	
Manager Signature	Date
Developed Date (MM,YY)	09,26
Developed By Name	Clare Stacpoole
Developed by Title	First Nation Liaison Lead

