

# Goulburn Valley Health Position Description



CREATE. Outstanding.

<b>Position Title:</b>	Aboriginal Mental Health Liaison Officer
<b>Reports to:</b>	Manager - Child and Adolescent Mental Health Service
<b>Department:</b>	Child and Adolescent Mental Health Service
<b>Directorate:</b>	Community Care and Mental Health
<b>Cost centre:</b>	H0502
<b>Code &amp; classification:</b>	Community Development Worker, Class 2A (YA39 – YA48)
<b>Performance review:</b>	Upon completion of probationary and qualifying period and annually or as requested
<b>Employment conditions:</b>	Victorian Public Mental Health Services Enterprise Agreement 2020 – 2024 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic 2024-26 Plan* provides the direction for GV Health with key elements summarised below.

GV Health is committed to ensuring that all staff are fully immunised against COVID-19, and where mandated, against Influenza. Therefore, employment within GV Health is conditional upon evidence of having been vaccinated. Vaccination against preventable diseases is also highly recommended.

Only Aboriginal and Torres Strait Islander people are eligible to apply. Please note a Confirmation of Aboriginality is a requirement for the successful candidate.

## OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

## OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.



### Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.



### Respect

- We respect the patient's voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.



### Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.



### Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don't compromise on our standards.



### Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.



### Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient's privacy and trust;
- We stand up against unsafe practice.

## CREATE Outstanding

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

## ROLE STATEMENT:

The Aboriginal Mental Health Liaison Officer (AMHLO) is a new role to the GV Health Child and Adolescent Mental Health Service (CAMHS).

This position is an Aboriginal and Torres Strait Islander identified role.

You will work with mental health clinicians and members of Aboriginal Community Controlled Health Organisations (ACCHOs) to improve access to mental health services for Aboriginal children, adolescents, their families and carers, and support the delivery of clinical, cultural and spiritual healing journeys. The role includes important functions of engaging young people and their families, working alongside mental health clinicians and contributing a vital role to culturally sensitive care.

The role will promote partnerships and relationship building between GV Health CAMHS and Aboriginal community-controlled organisations, and other services in the planning and delivery of health care for Aboriginal children and young people.

## KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Support Aboriginal children, adolescents, families, carers and supporters to engage with GV CAMHS. This may include providing them with information about CAMHS, as well as assisting them with communicating their views and needs
- Work alongside GV CAMHS staff to support the provision of culturally safe practice
- Support Aboriginal children, adolescents, families and carers to access ongoing practical supports in the community
- Support and promote Aboriginal children, adolescents, families, carers and supporters to advocate for culturally sensitive care
- Contribute to the identification of service gaps and systemic issues that impact upon service access for the Aboriginal consumers and support the implementation of strategies to address the identified gaps
- Promote the development of relationships and partnerships between ACCHOs and GVCAMHS
- Liaise with Aboriginal health programs and agencies when needed
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health

## QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Complete the mandatory training requirements as defined by GV Health
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs

- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

#### **OTHER REQUIREMENTS FOR NON CLINICAL EMPLOYEES:**

- Develop and maintain collaborative relationships with all other teams and professionals
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Where relevant, collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Uphold and protect consumer rights and maintain strict confidentiality
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of students where appropriate
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Participate in committees and professional groups and disseminate relevant information to relevant employees
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health service provider.

#### **KEY PERFORMANCE INDICATORS:**

- Engagement with Aboriginal children, adolescents, families, carers and supporters who access GV CAMHS
- Participation in the development of relationships and partnerships with ACCHOs
- Participation in sessions with clinical staff to support culturally sensitive treatment and care
- Regular and timely recording of direct clinical contact with Aboriginal consumers
- Attendance and active participation at meetings as required
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process.

#### **Other Position Requirements**

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

## KEY SELECTION CRITERIA:

### Mandatory

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- Experience with working with Aboriginal communities
- Experience in, and a thorough understanding of, the cultural issues that may impact local Aboriginal communities.
- The ability to work effectively with the local Aboriginal community and mainstream services
- Understanding of the requirements for confidentiality of persons who are or have been receiving Mental Health Services.
- An ability to work as part of a team as well as independently.
- Excellent communication skills with a broad range of people including consumers, carers, professionals and the general community.
- Satisfactory National History Criminal Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment

### Desirable

- Relevant experience in a similar role
- A relevant qualification or equivalent training in the health, social welfare or related field

### Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

CLERICAL / ADMINISTRATION ROLE
<ul style="list-style-type: none"> <li>▪ manual handling (pushing, pulling, lifting)</li> <li>▪ sitting, standing, bending, reaching, holding, lifting</li> <li>▪ computer work, data entry</li> <li>▪ general clerical at varying levels,</li> <li>▪ use of personal protective equipment</li> <li>▪ handling general waste</li> <li>▪ pushing and pulling trolleys / filing</li> <li>▪ work at other locations may be required</li> <li>▪ shift work in some roles</li> <li>▪ driving motor vehicles</li> <li>▪ dealing with anxious or upset consumers or members of the public</li> </ul>

Reviewed by	Manager – Child and Adolescent Mental Health Service
Issued	May 2024
Reviewed	May 2025

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health's Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: \_\_\_\_\_ / \_\_\_\_/\_\_\_\_

\_\_\_\_\_  
(Print Name)