

Position Description

Position Title:	Aboriginal Mental Health Liaison Officer
Reports to:	Manager Aboriginal and Torres Strait Islander Health
Department:	Health Independence Programs & First Nations Peoples Health
Directorate:	Community Care & Mental Health
Cost centre:	N3303
Code & classification:	Community Development Worker Class 2A (YA39 - YA48)
Employment conditions:	Victorian Public Mental Health Services Enterprise Agreement 2021 - 2024 and its successors and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

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).

POSITION SUMMARY

The primary function of the Aboriginal Mental Health Liaison Officer is to assist, support and advocate for safe access and culturally appropriate provision of care to Aboriginal people accessing GV Mental Health and Wellbeing Services and requiring treatment for Social Emotional Wellbeing. The Aboriginal Mental Health Liaison Officer will develop a working knowledge of psychiatric health care delivery and the legal framework it operates within, particularly the Mental Health & Wellbeing Act 2022.

This position amongst others is responsible for promoting Goulburn Valley Health as a quality regional health service provider.

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

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following:

- To provide a range of support activities to Aboriginal clients within the Adult and Aged Mental Health Services to ensure the development of culturally sensitive treatment and care.
- To act as a link between the Mental Health service and consumers, carers and family in providing orientation, explanation and information where required.
- To assist the consumer, carer and family to communicate their views and needs to the care delivery team.
- To assist the treating team to develop a care plan, which provides service in the most culturally sensitive manner possible.

- In consultation with the case manager to provide on-going Social and Emotional Wellbeing and practical support to consumers, carers and family in relation to meeting the goals of the care plan.
- To liaise, both formally and informally, with consumers, health programs, carers and families and agencies involved in the provision of Aboriginal health and cultural services in order to maintain strong links and communication channels.
- To work with team and program managers to improve staff awareness of cultural needs.
- As a member of the Adult Psychiatry Program Committee and the Rumbalara/GVAMHS Reference Group, to take part in the development of policies, procedures and service planning.
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health.
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas.

KEY SELECTION CRITERIA

Essential:

- Extensive understanding of Aboriginal culture, society and kinship networks, as well as the ability to communicate with, and be accepted by the local Aboriginal community.
- Demonstrated ability to develop and maintain communication and professional networks with the Aboriginal community and mainstream services.
- Ability to communicate effectively, both written and orally, with a wide variety of people.
- Sound organisational skills and an ability to prioritise activities and achieve identified goals.
- Demonstrate an understanding of the issues surrounding Mental Health treatment and an appreciation of the nature of this specialist service.
- Able to work with multi-disciplinary teams and assist in the development and carrying out of Mental Health care plans

Desirable:

- A relevant qualification or equivalent training in the health, social or related field, for example:
 - Certificate IV in Mental Health
 - Certificate III or IV in Aboriginal and/or Torres Strait Islander Primary Health Care
 - Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care and/or Practice
 - Diploma of Community Services

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- Demonstrating of GV Health CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Develop culturally appropriate Social and Emotional Wellbeing care plans for consumers.
- Regular and timely recording of direct Social and Emotional Wellbeing contact with Aboriginal consumers.

- Maintain an active interest in professional best practice in regard to Aboriginal health issues and participate in relevant continuing professional development.
- Attendance and active participation at relevant clinical team meetings including handovers and ward rounds, as required by role.
- 100% compliance with training requirements as outlined in the GV Health Education Framework.
- Active participation in the Performance and Development review process.

ALL GV HEALTH STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- 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;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Victorian Department of Health Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Community Care & Mental Health	Manager Aboriginal and Torres Strait Islander Health
Reviewed by:	Toni Mason
Issue Date:	July 2025

ABOUT US

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 satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)